

**Saral Suraksha Bima, Go Digit**



**Policy Wording**

**UIN: GODPAIP21616V012021**

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**A. PREAMBLE**

This Policy is a contract of insurance issued by Go Digit General Insurance Limited (hereinafter called the 'Company') to the proposer mentioned in the schedule (hereinafter called the 'Insured') to cover the person(s) named in the schedule (hereinafter called the 'Insured Persons'). The policy is based on the statements and declaration provided in the Proposal Form by the proposer and is subject to receipt of the requisite premium.

**OPERATIVE CLAUSE**

Any amount payable under the policy shall be subject to the terms of coverage, exclusions, conditions and definitions contained herein. Maximum liability of the Company under all such Claims during each Policy Year shall be the Sum Insured, and Cumulative Bonus (if any) specified in the Schedule.

## B. DEFINITIONS

The terms defined below and at other junctures in the Policy have the meanings ascribed to them wherever they appear in this Policy and, where, the context so requires, references to the singular include references to the plural; references to the male includes the female and third gender and references to any statutory enactment includes subsequent changes to the same.

### I. STANDARD DEFINITIONS:

1. **Accident** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
2. **Benefit based health insurance section** means an insurance section that pays fixed amount on the occurrence of an insured event as specified in the policy
3. **Cashless Facility** means a facility extended by the insurer to the insured where the payments, of the costs of treatment undergone by the insured person in accordance with the Policy terms and conditions, are directly made to the network provider by the insurer to the extent pre-authorization is approved.
4. **Condition Precedent** means a Policy term or condition upon which the Company's liability under the Policy is conditional upon.
5. **Cumulative Bonus** means any increase or addition in the Sum Insured granted by the insurer without an associated increase in premium.
6. **Day Care Treatment:**  
Day care treatment means medical treatment, and/or surgical procedure which is:
  - i. undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 hrs because of technological advancement, and
  - ii. which would have otherwise required hospitalization of more than 24 hours.
 Treatment normally taken on an out-patient basis is not included in the scope of this definition
7. **Disclosure to information norm:** The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description or non-disclosure of any material fact.
8. **Emergency Care:** Emergency care means management for an injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a medical practitioner to prevent death or serious long term impairment of the insured person's health.
9. **Hospital** means any, institution established for in-patient care and day care treatment of disease/ injuries and which has been registered as a hospital with the local authorities under the Clinical Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under Schedule of Section 56(1) of the said Act, OR complies with all minimum criteria as under:
  - i. has qualified nursing staff under its employment round the clock;
  - ii. has at least ten inpatient beds, in those towns having a population of less than ten lakhs and fifteen inpatient beds in all other places;
  - iii. has qualified medical practitioner(s) in charge round the clock;
  - iv. has a fully equipped operation theatre of its own where surgical procedures are carried out
  - v. maintains daily records of patients and shall make these accessible to the Company's authorized personnel.
10. **Hospitalisation** means admission in a hospital for a minimum period of twenty-four (24) consecutive 'In-patient care' hours except for specified procedures/ treatments, where such admission could be for a period of less than twenty-four (24) consecutive hours.
11. **Injury** means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a medical practitioner.
12. **In-Patient Care** means treatment for which the insured person has to stay in a hospital for more than 24 hours for a covered event.

13. **Intensive Care Unit** means an identified section, ward or wing of a hospital which is under the constant supervision of a dedicated medical practitioner(s), and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.
14. **ICU (Intensive Care Unit) Charges** means the amount charged by a Hospital towards ICU expenses on a per day basis which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivist charges.
15. **Medical Advice** means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow up prescription.
16. **Medical Expenses** means those expenses that an insured person has necessarily and actually incurred for medical treatment on account of accident on the advice of a medical practitioner, as long as these are no more than would have been payable if the insured person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.
17. **Medical Practitioner** means a person who holds a valid registration from the Medical Council of any state or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of the licence.
18. **Medically Necessary Treatment** means any treatment, tests, medication, or stay in hospital or part of a stay in hospital which
  - i. is required for the medical management of injury suffered by the insured;
  - ii. must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
  - iii. must have been prescribed by a medical practitioner;
  - iv. must conform, to the professional standards widely accepted in international medical practice or by the medical community in India.
19. **Network Provider** means hospitals enlisted by insurer, TPA or jointly by an insurer and TPA to provide medical services to an insured by a cashless facility.
20. **Non-Network Provider** means any hospital that is not part of the network.
21. **Notification of Claim** means the process of intimating a claim to the Insurer or TPA through any of the recognized modes of communication.
22. **Pre-Existing Disease (PED)** means any condition, ailment, injury or disease:
  - i. That is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer; or
  - ii. For which medical advice or treatment was recommended by, or received from, a physician, not more than 36 months prior to the date of commencement of the policy.
23. **Renewal:** Renewal means the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of gaining credit for pre-existing diseases, time-bound exclusions and for all waiting periods.
24. **Room Rent** means the amount charged by a hospital towards Room and Boarding expenses and shall include the associated medical expenses.
25. **Surgery or Surgical Procedure** means manual and / or operative procedure (s) required for treatment of an injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering and prolongation of life, performed in a hospital or day care centre by a medical practitioner.

## II. **SPECIFIC DEFINITIONS:**

26. **Age** means age of the Insured person on last birthday as on date of commencement of the Policy.
27. **Family:** Family consists of the proposer and any one or more of the family members as mentioned below:
  - i. legally wedded spouse.

- ii. Parents and Parents-in-law.
- iii. dependent Children (i.e. natural or legally adopted) between the age 3 months to 25 years. If the child above 18 years of age is financially independent, he or she shall be ineligible for coverage in the subsequent renewals.

**28. Insured Person** means person(s) named in the schedule of the Policy.

**29. Policy** means these Policy wordings, the Policy Schedule and any applicable endorsements or extensions attaching to or forming part thereof. The Policy contains details of the extent of cover available to the Insured person, what is excluded from the cover and the terms & conditions on which the Policy is issued to the Insured person.

**30. Policy period** means period of one policy year for which the Policy is issued.

**31. Policy Schedule** means the Policy Schedule attached to and forming part of Policy

**32. Sum Insured** means the pre-defined limit specified in the Policy Schedule. Sum Insured and Cumulative Bonus represents the maximum, total and cumulative liability for any and all claims made under the Policy, in respect of that Insured Person.

**33. Third Party Administrator (TPA)** means a Company registered with the Authority, and engaged by an insurer, for a fee or by whatever name called and as may be mentioned in the health services agreement, for providing health services.

## C. BENEFITS COVERED UNDER THE POLICY

### I. COVERAGE

#### Base Cover

The covers listed below are in-built Policy benefits and shall be available to all Insured Persons in accordance with the procedures set out in this Policy.

**a) Death:** The company shall pay the benefit equal to 100% of Sum Insured, specified in the policy schedule, on death of the insured person, due to an Injury sustained in an Accident during the Policy Period, provided that the Insured Person's death occurs within 12 months from the date of the Accident. Where claim payment has been made owing to disappearance of insured person following an accident, if after the payment of accidental death claim, it is found that the insured person has survived the accident, then the policyholder has to refund the payment back to the company in consideration of the obligatory guarantee as provided during the claim.

**b) Permanent Total Disablement:** The company shall pay the benefit equal to 100% of Sum Insured, specified in the policy schedule, if an insured Person suffers Permanent Total Disablement of the nature specified below, solely and directly due to an Accident during the Policy Period, provided that the Permanent Total Disablement occurs within 12 months from the date of the Accident:

- Total and irrecoverable loss of sight of both eyes or
- Physical separation or loss of use of both hands or feet or
- Physical separation or loss of use of one hand and one foot or
- loss of sight of one eye and Physical separation or loss of use of hand or foot
- If such Injury shall as a direct consequence thereof, permanently, and totally, disables the Insured Person from engaging in any employment or occupation of any description whatsoever.

**c) Permanent Partial Disablement:** The company shall pay the following percentage of Sum Insured, specified in the policy schedule, if the Insured Person suffers Permanent Partial Disablement of the nature specified below solely and directly due to an Accident during the Policy Period provided that the Permanent Partial Disablement shall occur within 12 months of the date of the Accident.

	<b>Loss Covered</b>	<b>Percentage of Sum Insured</b>
1.	Loss of Use / Physical Separation:	
	One entire hand	50%
	One entire foot	50%
	Loss of Sight of one eye	50%
	Loss of toes - all	20%
	Great both phalanges	5%
	Great - one phalanx	2%
2.	Other than great if more than one toe lost	1%
	Loss of Use of both ears	50%
3.	Loss of Use of one ear	20%
4.	Loss of four fingers and thumb of one hand	40%
5.	Loss of four fingers	35%
6.	Loss of thumb	
	- both phalanges	25%
	- one phalanx	10%
7.	Loss of Index finger	

	three phalanges two phalanges one phalanx	10% 8% 4%
8.	Loss of middle finger three phalanges two phalanges one phalanx	6% 4% 2%
9.	Loss of ring finger three phalanges two phalanges one phalanx	5% 4% 2%
10.	Loss of little finger three phalanges two phalanges one phalanx	4% 3% 2%
11.	Loss of metacarpus first or second (additional) third, fourth or fifth (additional).	3% 2%
12.	Any other permanent partial disablement	Percentage as assessed by the independent Medical Practitioner

Maximum amount payable in respect of multiple nature of disablements shall be restricted to sum insured chosen by the policyholder.

**Note:**

- The base sum insured chosen and cumulative bonus, if any, is applicable cumulatively for all the three covers specified under C.I(a), C.I(b) and C.I(c) above i.e, there is a single sum insured for all the three covers namely, Accidental death, Permanent total disability and Permanent Partial Disability.
- If the accident occurs during the policy period, benefits covered under C.I(a), C.I(b) and C.I(c) above are payable, even if death or Permanent Total Disablement or Permanent Partial Disablement or any combination thereof occurs after the completion of policy period, but within 12 months from the date of accident.

**II. OPTIONAL COVERS:**

The covers listed below are optional benefits and shall be available to Insured Persons in accordance with the terms set out in the Policy, if the listed cover is opted.

**a) Temporary Total Disablement:**

If the insured Person sustains an Injury in an Accident during the Policy Period and which completely incapacitates the Insured Person from engaging in any employment or occupation of any description whatsoever which the Insured Person was capable of performing at the time of the Accident (Temporary Total Disablement), the company shall pay the benefit as specified in the policy schedule, till the time the insured person is able to return to work, provided that:

- The period of temporary total disablement shall exceed four consecutive weeks from the date of accident, however, the benefit shall be reckoned from the date of accident and shall be payable for the entire duration of disablement.

- ii. the compensation payable under this benefit mentioned under Section C.II(a) shall not be payable for more than 100 weeks in respect of any one Injury calculated from the date of commencement of disablement and in no case shall exceed the Sum Insured.
- iii. The Temporary Total Disablement is certified in writing by the treating Medical Practitioner to have commenced within 30 days from the date of the Accident.
- iv. The compensation shall be paid by the company at quarterly intervals, after ascertaining the amount payable. If the period of temporary total disablement is for less than a quarter or three months, the compensation may be paid at the end of the disablement period.
- v. During the course of payment under this benefit, the company shall have right to call for a certification from an independent medical practitioner with regard to the continuity of temporary total disability specified under this section.
- vi. The insured shall notify the company immediately on resuming to his occupation/employment. Where it is found that the insured resumed to his occupation/employment without notifying to the company and received the compensation under this cover, the company shall have right to claim the recovery of such benefit paid.

Note: For the purpose of this benefit, "week" is a period of seven consecutive calendar days.

**b) Hospitalisation Expenses due to Accident:**

The Company shall indemnify medical expenses incurred for hospitalisation arising due to accident during the policy period, up to the limit of 10% of the base sum insured, specified in the policy schedule.

The hospitalisation expenses shall cover the following:

- i. Room, Boarding, Nursing Expenses as provided by the Hospital/ Nursing Home,
- ii. Surgeon, Anaesthetist, Medical Practitioner, Consultants, Specialist Fees whether paid directly to the treating doctor/ surgeon or to the hospital.
- iii. Anaesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines and drugs, costs towards diagnostics, diagnostic imaging modalities, and such other similar expenses.  
(Expenses on Hospitalisation for a minimum period of 24 hours are admissible. However, this time limit of 24 hours shall not apply when the treatment does not require hospitalisation as specified in the terms and conditions of policy contract, where the treatment is taken in the Hospital and the Insured is discharged on the same day.)
- iv. Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses
- v. The Cost of prosthetic and other devices or equipment if implanted internally during a Surgical Procedure carried out to treat the accidental injury covered under the policy
- vi. Expenses incurred on hospitalization due to accident, under AYUSH (as defined in IRDAI (Health Insurance) Regulations, 2016) systems of medicine shall be covered without any sub- limits.

The following other expenses necessitated due to injury shall also be covered under the optional cover specified under Section C.II(b):

- i. Dental treatment
- ii. Plastic surgery
- iii. All the day care treatments.
- iv. Expenses incurred on road Ambulance subject to a maximum of Rs.2000/- per hospitalization.

**Note:** The expenses that are not covered under the section C.II(b) are placed under List- I of Annexure-B. The list of expenses that are to be subsumed into room charges, or procedure charges or costs of treatment are placed under List-II, List -III and List- IV of Annexure -B respectively.

**c) Education Grant:**

Following an admissible claim of the insured person under the policy towards Death or Permanent Total Disability of the insured person, the company shall pay a one-time educational grant of 10% of the Base Sum insured (specified in the policy schedule), per child to all dependent children of the Insured provided that:

- a. Such Dependent Child/ Children(s) is/are pursuing an educational course as a full-time student in an educational institution.
- b. Age of the child or children as the case shall not be more than 25 completed years.

**Note:**

- i. The benefits payable under each of the optional covers C.II(a), C.II(b) and C.II(c) are independent and over and above the base sum insured.
- ii. Claim admissibility under the optional covers "Temporary total disablement" and "hospitalization due to accident" is independent of claim admissibility under the base covers.

**III. CUMULATIVE BONUS:**

Sum insured (excluding cumulative bonus) shall be increased by 5% in respect of each claim free policy year, provided the policy is renewed without a break subject to maximum of 50% of the sum insured. If a claim is made in any particular year, the cumulative bonus accrued may be reduced at the same rate at which it has accrued.

**Notes:**

- i. The cumulative bonus is applicable only in respect of base covers referred at Section C.I(a), C.I(b) and C.I(c). Addition or reduction of cumulative bonus will be done only if claim made under base covers
- ii. The CB shall be added and available individually to the insured persons under the policy, if no claim has been reported. CB shall reduce only in case of claim from the same Insured Person.
- iii. CB shall be available only if the Policy is renewed/ premium paid within the Grace Period.
- iv. If a claim is made in the expiring Policy Year, and is notified to Us after the acceptance of Renewal premium any awarded CB shall be withdrawn.

## D. EXCLUSIONS (applicable to all sections of the policy)

### I. SPECIFIC EXCLUSIONS:

The Company shall not be liable to make any payments under this policy in respect of:

- (i) Any claim for death or disablement (whether of a permanent nature or of a temporary nature), hospitalisation of the insured person, directly or indirectly due to 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.
- (ii) Any claim for death, disablement (whether of a permanent nature or of a temporary nature), hospitalization of Insured Person
  - a. from intentional self-injury unless in self-defence or to save life, suicide or attempted suicide;
  - b. whilst under the influence of intoxicating liquor or drugs or other intoxicants except where the insured is not directly responsible for the injury/ accident though under influence of intoxication.
  - c. whilst engaging in aviation or ballooning, or whilst mounting into, or dismounting from or travelling in any balloon or aircraft other than as a passenger (fare-paying or otherwise) in any Scheduled Airlines in the world.

[Standard type of aircraft means any aircraft duly licensed to carry passengers (for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned or chartered or operated by a regular airline or whether such an aircraft has a single engine or multiengine;]

  - d. arising or resulting from the Insured Person committing any breach of law with criminal intent.
- (iii) Any claim for death, disablement (whether of a permanent nature or of a temporary nature), hospitalization of Insured Person due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.
- (iv) Any claim resulting or arising from or any consequential loss directly or indirectly caused by or contributed to or arising from:
  - A. Ionizing radiation or contamination by radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear waste from combustion (including any self-sustaining process of nuclear fission) of nuclear fuel.
  - B. Nuclear weapons material
  - C. The radioactive, toxic, explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
  - D. Nuclear, chemical and biological terrorism
- (v) Any loss arising out of the Insured Person's actual or attempted commission of or wilful participation in an illegal act or any violation or attempted violation of the law.

### II. Exclusions specific to section C.II(b) "Hospitalisation Expenses due to Accident"

The Company shall not be liable to make any payments under this policy in respect of any expenses incurred by the insured person in connection with or in respect of:

#### 1. STANDARD EXCLUSIONS:

##### i. Investigation & Evaluation (Code- Excl04)

- a) Expenses related to any admission primarily for diagnostics and evaluation purposes.
- b) Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment.

- ii. 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 (**Code- Excl14**)

**2. SPECIFIC EXCLUSIONS:**

- i. Expenses incurred for treatment of accidental injuries which does not warrant hospitalization.
- ii. Any expenses incurred on Domiciliary Hospitalization and OPD treatment.
- iii. Treatment taken outside the geographical limits of India.
- iv. All expenses listed in Annexure-B (List I) of the Policy.

## E. GENERAL TERMS AND CLAUSES

### I. **STANDARD GENERAL TERMS AND CLAUSES:**

#### 1. **Disclosure of information**

The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description, or non-disclosure of any material fact by the policyholder.

(Explanation: "Material facts" 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 take informed decision in the context of under writing the risk)

#### 2. **Condition Precedent to Admission of Liability**

The terms and conditions of the policy must be fulfilled by the insured person for the Company to make any payment for claim(s) arising under the policy.

#### 3. **Complete Discharge**

Any payment to the policyholder, insured person or his/ her nominees or his/ her legal representative or assignee or to the Hospital, as the case may be, for any benefit under the policy shall be a valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

#### 4. **Multiple policies (Applicable for Section 3.2(b)- Hospitalisation Expenses due to Accident)**

i. In case of multiple policies taken by an insured person during a period from one or more insurers to indemnify treatment costs, the insured person shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the insurer chosen by the insured person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.

ii. **Benefit based Insurance Sections:**

On occurrence of the insured event, the policyholders can claim from all Insurers under all policies.

#### 5. **Fraud**

If any claim made by the insured person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the insured person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy shall be forfeited.

Any amount already paid against claims which are found fraudulent later under this policy shall be repaid by all person(s) named in the policy schedule, who shall be jointly and severally liable for such repayment.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the Insured Person or by his agent, with intent to deceive the insurer or to induce the insurer to issue an insurance Policy: -

- (a) the suggestion, as a fact of that which is not true, and which the Insured Person does not believe to be true;
- (b) the active concealment of a fact by the Insured Person having knowledge or belief of the fact;
- (c) any other act fitted to deceive; and
- (d) any such act or omission as the law specially declares to be fraudulent

The company shall not repudiate the policy on the ground of fraud, if the insured person/ beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.

## 6. Cancellation

### A. Cancellation by You

1. The policyholder may cancel this policy by giving 15 days' written notice and in such an event, the Company shall refund premium for the unexpired policy period as detailed below.

#### Short Period Scale

Period in Risk	Premium Refund
Within 3 months	60%
Exceeding 3 months but less than 6 months	40%
Exceeding 6 months but less than 9 months	25%
Exceeding 9 months but less than 12 months	0%

Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the insured person under the policy

### B. Cancellation by Insurance Company

2. The Company may cancel the Policy at any time on grounds of misrepresentation, non-disclosure of material facts, fraud by the Insured Person, by giving 7 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

## 7. Nomination:

The insured person is required at the inception of the policy, to make a nomination for the purpose of payment of claims under the policy in the event of death of the policyholder. Any change of nomination shall be communicated to the Company in writing and such change shall be effective only when an endorsement on the Policy is made. In the event of death of the policyholder, the Company will pay the nominee (as named in the Policy Schedule/Policy Certificate/Endorsement (if any)) and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the policy.

## 8. Free Look Period

The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy.

The insured person shall be allowed free look period of thirty(30)from date of receipt of the policy document, whether received electronically or otherwise, to review the terms and conditions of the policy, and to return the same if not acceptable.

In case the policyholder is not satisfied with policy terms or conditions, he/ she has the option to return the policy within this 30 days period to the insurer for cancellation.

If the insured has not made any claim during the Free Look Period, the insured shall be entitled to

- 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
- 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
- c. Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period;

The request received for cancellation of the policy during free look period shall be processed and the premium shall be refunded within 7 days of receipt of such request.

Please note KYC documents (Photo ID card) shall be required at the premium refund to the Insured Member exceeds a threshold limit of Rs. 1 Lakhs per premium refund.

## 9. **Claim Settlement (provision for Penal Interest)**

- a. The Company shall settle or reject a claim, as the case may be, within 15 days from submission of claim.
- b. 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.

“Bank rate” shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due.

## 10. **Redressal of Grievance**

In case of any grievance the insured person may contact the company through

Website: <https://www.godigit.com>

Toll Free: 1-800-258- 4242

Email: [hello@godigit.com](mailto:hello@godigit.com)

Senior citizens can now contact us on 1-800-258-4242 or write to us at [seniors@godigit.com](mailto:seniors@godigit.com)

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at [grievance@godigit.com](mailto: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 person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017 as amended from time to time.

The policyholder or the claimant also has the option to register the complaint on-line at IRDAI's Bima Bharosa by visiting <https://bimabharosa.irdai.gov.in/>

Insurance Ombudsman- The insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance. The contact details of the Insurance Ombudsman offices have been provided as Annexure-A.

## II. **SPECIFIC TERMS AND CLAUSES:**

### 11. **Renewal of the Policy:**

The policy shall ordinarily be renewable except on grounds of fraud, misrepresentation by the insured person.

- i. The Company shall endeavour to give notice for renewal. However, the Company is not under obligation to give any notice for renewal.
- ii. Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.

- iii. At the end of the policy period, the policy shall terminate and can be renewed within the Grace period of 30 days to maintain continuity of benefits without break in policy.  
Coverage is not available during the grace period.
- iv. No loading shall apply on renewals based on individual claims experience.
- v. The cover for the Insured shall terminate immediately in the event of admissible claim and settlement of 100% Sum Insured under Coverage Death or Permanent Total Disability and no Renewal of contract will be permissible.
- vi. The insured may also avail an optional cover or opt out of the optional cover at the time of renewal.
- vii. No fresh underwriting unless there is an increase in sum insured.
- viii. If the policy is renewed during grace period, all the credits (sum insured, No Claim Bonus, Specific Waiting periods, waiting periods for pre-existing diseases, Moratorium period etc.) accrued under the policy shall be protected and shall be applicable for Benefit based sections.

## 12. Possibility of revision of the premium rates:

The company, with prior, approval of IRDAI, may revise or modify the premium rates.

## 13. Premium Payment in Instalments

If the insured person has opted for Payment of Premium on an instalment basis i.e. Half Yearly, Quarterly or Monthly, as mentioned in the policy Schedule, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the policy)

- i. The grace period for payment of the premium for all types of insurance policies shall be: fifteen days where premium payment mode is monthly and thirty days in all other cases.
- ii. During such grace period, coverage will not be available from the due date of instalment premium till the date of receipt of premium by Company.
- iii. No interest will be charged If the instalment premium is not paid on due date.
- iv. In case of instalment premium due not received within the grace period, the policy will get cancelled.
- v. In the event of a claim, all subsequent premium instalments shall immediately become due and payable.
- vi. The company has the right to recover and deduct all the pending instalments from the claim amount due under the policy.

## 14. Claim Procedure

1. **Notification of Claim** Intimation about an event or occurrence that may give rise to a claim under this policy must be given within 30 days of its happening.
2. Claims for insurance benefits must be submitted to the Company not later than one (1) month after the completion of the treatment or after transportation of the mortal remains/ burial in the event of Death.
3. If any treatment for which a claim may be made is to be taken and that treatment requires Hospitalisation in an Emergency, the company shall be informed within 24 hours of the admission of the insured person in Hospital.

**Note:** The Company will examine and relax the time limit mentioned herein above depending upon the merits of the case.

### i. Documents to be submitted:

1. **Basic documents required for All claims**
  - i. Duly completed claim form
  - ii. Photo Identity Proof of the insured person
  - iii. Copy of FIR/ Panchnama /Police Inquest Report (wherever these reports are required as per the circumstance of the Accident) duly attested by the concerned Police Station

- iv. Copy of Medico Legal Certificate (wherever it is required as per the circumstance of the Accident) duly attested by the concerned Hospital
- v. Any other relevant document required by the Company for assessment of the claim

**2. Documents required in case of Death covered under Section C.I(a)**

- i. Death certificate;
- ii. Post-Mortem Report (if conducted);
- iii. Identity proof of Nominee or Original Succession Certificate/Original Legal Heir Certificate or any other proof to the satisfaction of the Company for the purpose of a valid discharge in case nomination is not filed by deceased.

**3. Documents required in case of Permanent Total Disablement (PTO)/ Permanent Partial Disablement (PPD), covered under Sections C.I(b) and C.I(c)**

- i. Original treating Medical Practitioner's certificate describing the disablement
- ii. Original Discharge summary from the Hospital
- iii. Disability certificate issued by treating Medical Practitioner
- iv. Any other medical, investigation reports, inpatient or consultation treatment papers, as applicable.

**4. Documents required in case of Temporary Total Disablement (TTD), covered under Section C.II(a)**

- i. Original treating Medical Practitioner's certificate confirming the disability
- ii. Original Discharge summary from the Hospital
- iii. Any other medical, investigation reports, inpatient or consultation treatment papers, as applicable
- iv. Leave/Absence Certificate from Employer (If Employed)
- v. Medical Practitioner's certificate confirming the Injury and advising rest/ unfit to work for specified number of days
- vi. Fitness Certificate issued by the treating doctor.

**5. Documents required for coverage under Section C.II (b)- Hospitalisation Expenses due to Accident:**

- i. Discharge Summary from The Hospital
- ii. Medical & Investigation reports
- iii. Prescriptions and consultation papers of the treatment
- iv. Original Hospital Main Bill
- v. Original Hospital Bill Break up of various expenses
- vi. Any other medical, investigation reports, as applicable

**6. Documents required for coverage under Section C.II(c)- Education Grant:**

- i. Proof to establish relationship- Passport/Education certificate establishing proof of relationship of child with parents/Birth Certificate.
- ii. Photo Identity Proof of Child
- iii. Age proof of Child
- iv. Bona fide Certificate issued by the educational institution confirming that he/she is a full-time student of the institution

**ii. Claim Settlement**

- i. The Company shall settle or reject a claim, as the case may be, within 15 days from submission of claim.
- 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.

(Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the Financial Year in which claim has fallen due)

### iii. Services offered by TPA (Applicable wherever TPA is involved)

Servicing of claims, i.e., claim admissions and assessments, under this Policy by way of pre- authorization 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 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.

### iv. Payment of Claim

All claims under the policy shall be payable in Indian currency only

### 15. Material Change

The Insured Person shall immediately notify the Company in writing of any change in his business or occupation or physical defect or infirmity with which he has become affected since the payment of last preceding premium.

### 16. Automatic Termination of Insurance

This policy shall automatically terminate upon the Insured Person's death or payment of 100 % Sum Insured. However, the cover shall continue for the remaining insured Persons till the end of Policy Period. The other insured persons may also apply to renew the policy. In case, the other insured person is minor, the policy shall be renewed only through any one of his/her natural guardian or guardian appointed by court. All relevant particulars in respect of such person (including his/ her relationship with the insured person) must be submitted to the company along with the application.

### 17. Territorial Limit

The coverage is worldwide except for the optional cover "Hospitalization expenses due to accident". The coverage of optional cover "Hospitalization expenses due to accident", is limited to medical treatment taken in India only.

### 18. Policy Disputes

Any dispute concerning the interpretation of the terms, conditions, limitations and/or exclusions contained herein is understood and agreed to by both the Insured and the Company to be subject to Indian Law.

### 19. Arbitration

- i. If any dispute or difference shall arise as to the quantum to be paid by the Policy, (liability being otherwise admitted) such difference shall independently of all other questions, be referred to the decision of a sole arbitrator to be appointed in writing by the parties here to or if they cannot agree upon a single arbitrator within thirty days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act 1996, as amended by Arbitration and Conciliation (Amendment) Act, 2015 (No. 3 of 2016).

- ii. It is clearly agreed and understood that no difference or dispute shall be preferable to arbitration as herein before provided, if the Company has disputed or not accepted liability under or in respect of the policy.
- iii. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon the policy that award by such arbitrator/arbitrators of the amount of expenses shall be first obtained.

## 20. Multiple policies (Applicable to covers which offer fixed benefits)

1. In case of multiple policies taken by an insured person during a period from one or more insurers to indemnify treatment costs, the insured person shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the insurer chosen by the insured person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.
2. Indemnity based Insurance Sections:
3. A policyholder can file for claim settlement as per his/her choice under any policy. The Insurer of that chosen policy shall be treated as the primary Insurer. In case the available coverage under the said policy is less than the admissible claim amount, the primary Insurer shall seek the details of other available policies of the policyholder and shall coordinate with other Insurers to ensure settlement of the balance amount as per the policy conditions, without causing any hassles to the policyholder.
4. Benefit based Insurance Sections:
5. On occurrence of the insured event, the policyholders can claim from all Insurers under all policies.

## 21. Notice & Communication

- i. Any notice, direction instruction or any other communication related to the Policy should be made in writing.
- ii. Such communication shall be sent to the address of the Company or through any other electronic modes specified in the Policy Schedule.
- iii. The Company shall communicate to the Insured at the address or through any other electronic mode mentioned in the schedule

## 22. Claim Related Information

In case of any grievance the insured person may contact the company through

Website: <https://www.godigit.com>

Toll Free: 1-800-258- 4242

Email: [hello@godigit.com](mailto:hello@godigit.com)

Senior citizens can now contact us on 1-800-258-4242 or write to us at [seniors@godigit.com](mailto:seniors@godigit.com)

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at [grievance@godigit.com](mailto: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 person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017 as amended from time to time.

The policyholder or the claimant also has the option to register the complaint on-line at IRDAI's Bima Bharosa by visiting <https://bimabharosa.irdai.gov.in/>

- i. The contact details of the Insurance Ombudsman Centres are mentioned in Annexure B.Courier: Go Digit Health Claims Team, Corporate office: Atlantis, 95, 4th B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru, Karnataka 560095

**I. Table of Benefits**

Name	Saral Suraksha Bima, Go Digit
Product Type	Individual
Category of Cover	All the covers are benefit based except the optional cover "Hospitalisation Expenses due to Accident" which is indemnity based.
Sum Insured	On Individual basis - SI shall apply to each individual family member
Policy Period	1 year
Base covers	<ul style="list-style-type: none"> <li>i. Death</li> <li>ii. Permanent Total Disablement</li> <li>iii. Permanent Partial Disablement</li> </ul>
Optional covers	<ul style="list-style-type: none"> <li>i. Temporary</li> <li>ii. total disablement</li> <li>iii. Hospitalisation Expenses due to Accident</li> <li>iv. Education grant</li> </ul>
Cumulative bonus	Sum insured (excluding CB) shall be increased by 5% in respect of each claim free policy year, provided the policy is renewed without a break subject to maximum of 50% of the sum insured.

**Annexure – A**

Address and contact number of Council For Insurance Ombudsman

Sl. No.	Office of Insurance Ombudsman	Address	Email	Landline NOs.
1	AHMEDABAD	Jeevan Prakash 6th floor Near S.V. College Relief Road Tilak Marg Ahmedabad- 380 001. Gujarat	E-mail: oio.ahmedabad@cioins.co.in	079-25501201, 079-25501202
2	BENGALURU	Jeevan Soudha Building, PID No.57-27-N-19, Ground Floor. No. 19/19 24th Main Rd. 1st Phase J.P. Nagar Bengaluru- 560 078.	Email: oio.bengaluru@cioins.co.in	080-26652048, 080-2665 2049
3	BHOPAL	UC of India Zonal Office Bldg. 1st Floor, South Wing, Jeevan Shikha, Opp. Gayatri Mandir 60-B Hoshangabad Road Bhopal-462 011	Email: oio.bhopal@cioins.ca.in	0755-2769201, 0755-2769202, 0755-2769203, 0755-2769200
4	BHUBANESWAR	62 Forest Park, Bhubaneswar PIN -751 009.	Email: oio.bhubaneswar@cioins.co.in	0674-2596455, 0674-2596429, 0674-2596003, 0674-2596461
5	CHANDIGARH	Jeevan Deep, Ground Floor LIC of India Bldg, SCO 20-27 Sector 17-A. Chandigarh -160017	E-mail: oio.chandigarh@cioins.co.in	0172-2706468, 0172-2773101, 0172-2990938, 0172-2706196, 0172-2707468, 0172-2772101, 0172-2990942
6	CHENNAI	Fatima Akhtar Court, 4th fir 453 (old 312), Anna Salai Tevnampet. Chennai 600018	E-mail: oio.chennai@cioins.co.in	044-24333668, 044-24333678
7	DELHI	2/2 A 1st Floor. Universal Ins. Buildina. Asaf Ali Road New Delhi- 110002.	Email : oio.delhi@cioins.co.in	011-46013992
8	GUWAHATI	Jeevan Nivesh Bldg. 5th Floor Near Pan Bazar S.S. Road Guwahati-781001	E-mail: oio.auwahati@cioins.co.in	0361-2631307, 0361-2632204 0361-2732937, 0361-2632205
9	HYDERABAD	6-2-46 1st Floor Moin Court Lane Opp. Hyundai Showroom A. C. Guards. Lakdi-ka-pool, Hyderabad 500004	E-mail: oio.hvderabad@cioins.co.in	040-23376991, 040-23312122 040-23376S99, 040-23328709
10	JAIPUR	Jeevan Nidhi II, Ground Floor Bhawani Singh Road Ambedkar Circle Jaipur -302005.	E-mail: oio.jaipur@cioins.co.in	0141-2740363
11	KOCHI	10th Floor LIC Bldg, Jeevan Prakash OPP Maharaj College Ground M.G. Road, Ernakulam Kochi- 682011	E-mail: oio.ernakulam@cioins.co.in	0484-2358759, 0484-2358734, 0484-2358336
12	KOLKATA	7th Floor of Hindustan Building (Annex). 4 CR Avenue Kolkata-700072	E-mail: oio.kolkata@cioins.co.in	033-22124339, 033-22124341
13	LUCKNOW	Jeevan Bhavan Phase II, 6th Floor Nawal Kishore Road, Hazratgani, Lucknow- 226001,	E-mail: oio.lucknow@cioins.co.in	0522-4002082
14	MUMBAI	3rd Floor, Jeevan Seva Annexe, S.V.Road Santacruz West Mumbai-400 054.	E-mail: oio.mumbai@cioins.co.in	022-69038800, 022-69038827 /8829, 022-69038831/8832
15	NOIDA	Bhagwan Sahai Palace 4th fir, Main Road Nava Bans Sector 15 Noida-201301	E-mail: oio.noida@cioins.co.in	0120- 2514252, 0120-2514253, 0120-4027589
16	PATNA	2nd Floor Lalit Bhawan Bailey Road. Patna- 800001	E-mail: oio.patna@cioins.co.in	061-22547067, 061-22547068
17	PUNE	3rd Floor Jeevan Darshan -LIC of India Bldg N.C. Kelkar Road Narayan Peth Pune- 411030.	Email: oio.pune@cioins.co.in	020-24471175
18	THANE	2nd Floor Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West), Thane - 400604	Email: oio.thane@cioins.co.in	022-20812868, 022-20812869

Note: COUNCIL FOR INSURANCE OMBUDSMAN ,3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.Tel.: 022 – 69038801/03/04/05/06/07/08/09 Email: [inscoun@cioins.co.in](mailto:inscoun@cioins.co.in)

For updated details of Ombudsman details, request to please check Council of Insurance Ombudsmen website available on <https://www.cioins.co.in/Ombudsman>

**Annexure - B**  
**List I – Optional Items**

SI No	Item
1.	BABY FOOD ( <i>Not Payable</i> )
2.	BABY UTILITIES CHARGES ( <i>Not Payable</i> )
3.	BEAUTY SERVICES ( <i>Not Payable</i> )
4.	BELTS/BRACES ( <i>Not Payable</i> )
5.	BUDS ( <i>Not Payable</i> )
6.	COLD PACK/HOT PACK ( <i>Not Payable</i> )
7.	CARRY BAGS ( <i>Not Payable</i> )
8.	EMAIL/ INTERNET CHARGES ( <i>Not Payable</i> )
9.	FOOD CHARGES (OTHER THAN PATIENT's DIET PROVIDED BY HOSPITAL) ( <i>Not Payable</i> )
10.	LEGGINGS ( <i>Not Payable</i> )
11.	LAUNDRY CHARGES ( <i>Not Payable</i> )
12.	MINERAL WATER ( <i>Not Payable</i> )
13.	SANITARY PAD ( <i>Not Payable</i> )
14.	TELEPHONE CHARGES ( <i>Not Payable</i> )
15.	GUEST SERVICES ( <i>Not Payable</i> )
16.	CREPE BANDAGE ( <i>Not Payable</i> )
17.	DIAPER OF ANY TYPE ( <i>Not Payable</i> )
18.	EYELET COLLAR ( <i>Not Payable</i> )
19.	SLINGS ( <i>Not Payable</i> )
20.	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES ( <i>Part Of Cost Of Blood, Not Payable</i> )
21.	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED
22.	Television Charges ( <i>Payable Under Room Charges Not if separately levied</i> )
23.	SURCHARGES ( <i>Part of Room Charge Not Payable Separately</i> )
24.	ATTENDANT CHARGES ( <i>Part of Room Charge Not Payable Separately</i> )
25.	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE) ( <i>Patient Diet provided by hospital is Payable</i> )
26.	BIRTH CERTIFICATE ( <i>Not Payable</i> )
27.	CERTIFICATE CHARGES ( <i>Not Payable</i> )
28.	COURIER CHARGES ( <i>Not Payable</i> )
29.	CONVEYANCE CHARGES ( <i>Not Payable</i> )
30.	MEDICAL CERTIFICATE ( <i>Not Payable</i> )
31.	MEDICAL RECORDS ( <i>Not Payable</i> )
32.	PHOTOCOPIES CHARGES ( <i>Not Payable</i> )
33.	MORTUARY CHARGES ( <i>Not Payable</i> )
34.	WALKING AIDS CHARGES ( <i>Not Payable</i> )
35.	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL) ( <i>Not Payable</i> )
36.	SPACER ( <i>Not Payable</i> )
37.	SPIROMETRE ( <i>Device Not Payable</i> )
38.	NEBULIZER KIT ( <i>Not Payable</i> )
39.	STEAM INHALER ( <i>Not Payable</i> )
40.	ARMSLING ( <i>Not Payable</i> )
41.	THERMOMETER ( <i>Not Payable</i> )
42.	CERVICAL COLLAR ( <i>Not Payable</i> )
43.	SPLINT ( <i>Not Payable</i> )
44.	DIABETIC FOOTWEAR ( <i>Not Payable</i> )
45.	KNEE BRACES (LONG/ SHORT/ HINGED) ( <i>Not Payable</i> )
46.	KNEE IMMOBILIZER/SHOULDER IMMOBILIZER ( <i>Not Payable</i> )
47.	LUMBO SACRAL BELT ( <i>Not Payable</i> )

48.	NIMBUS BED OR WATER OR AIR BED CHARGES ( <i>Payable for any ICU patient requiring more than 3 days in ICU, all patients with paraplegia / quadriplegia for any reason and at reasonable cost of approximately Rs. 200 / day</i> )
49.	AMBULANCE COLLAR ( <i>Not Payable</i> )
50.	AMBULANCE EQUIPMENT ( <i>Not Payable</i> )
51.	ABDOMINAL BINDER ( <i>Not Payable</i> )
52.	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES ( <i>Post hospitalization nursing charges not Payable</i> )
53.	SUGAR FREE Tablets ( <i>Payable. Sugar free variants of admissible medicines are Not excluded</i> )
54.	CREAMS POWDERS LOTIONS ( <i>Toiletries are not payable, only prescribed medical pharmaceuticals payable</i> )
55.	ECG ELECTRODES ( <i>Upto 5 electrodes are required for every case visiting OT or ICU. For longer stay in ICU, may require a change and at least one set every second day must be Payable</i> )
56.	GLOVES ( <i>Sterilized Gloves Payable / Unsterilized Gloves not payable</i> )
57.	NEBULISATION KIT ( <i>Payable Reasonably only if used during Hospitalization</i> )
58.	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, etc.]
59.	KIDNEY TRAY ( <i>Not Payable</i> )
60.	MASK ( <i>Not Payable</i> )
61.	OUNCE GLASS ( <i>Not Payable</i> )
62.	OXYGEN MASK ( <i>Not Payable</i> )
63.	PELVIC TRACTION BELT ( <i>Not Payable</i> )
64.	PAN CAN ( <i>Not Payable</i> )
65.	TROLLY COVER ( <i>Not Payable</i> )
66.	UROMETER, URINE JUG ( <i>Not Payable</i> )
67.	AMBULANCE ( <i>Payable Reasonably only if used during Hospitalization upto sub-limit mentioned in the policy schedule</i> )
68.	VASOFIX SAFETY ( <i>Not Payable</i> )

**List II - Items that are to be subsumed into Room Charges**

SI No	Item
1	BABY CHARGES (UNLESS SPECIFIED/INDICATED) ( <i>Not Payable</i> )
2	HAND WASH ( <i>Not Payable</i> )
3	SHOE COVER ( <i>Not Payable</i> )
4	CAPS ( <i>Not Payable</i> )
5	CRADLE CHARGES ( <i>Not Payable</i> )
6	COMB ( <i>Not Payable</i> )
7	EAU-DE-COLOGNE/ ROOM FRESHNERS ( <i>Not Payable</i> )
8	FOOT COVER ( <i>Not Payable</i> )
9	GOWN ( <i>Not Payable</i> )
10	SLIPPERS ( <i>Not Payable</i> )
11	TISSUE PAPER ( <i>Not Payable</i> )
12	TOOTHPASTE ( <i>Not Payable</i> )
13	TOOTHBRUSH ( <i>Not Payable</i> )
14	BED PAN ( <i>Not Payable</i> )
15	FACE MASK ( <i>Not Payable</i> )
16	FLEXI MASK ( <i>Not Payable</i> )
17	HAND HOLDER ( <i>Not Payable</i> )
18	SPUTUM CUP ( <i>Payable Under Investigation Charges, Not as Consumable</i> )
19	DISINFECTANT LOTIONS ( <i>Not Payable-Part of Dressing Charges</i> )
20	LUXURY TAX ( <i>Only Actual Tax Levied by Government is Payable - Part of Room Charge for Sub Limits</i> )
21	HVAC ( <i>Part of Room Charge Not Payable Separately</i> )
22	HOUSE KEEPING CHARGES ( <i>Part of Room Charge Not Payable Separately</i> )

23	AIR CONDITIONER CHARGES ( <i>Payable Under Room Charges Not if separately levied</i> )
24	IM IV INJECTION CHARGES ( <i>Part of Nursing Charges, Not Payable</i> )
25	CLEAN SHEET ( <i>Part of Laundry/housekeeping Not Payable Separately</i> )
26	BLANKET/WARMER BLANKET ( <i>Not Payable- Part of Room Charges</i> )
27	ADMISSION KIT ( <i>Not Payable</i> )
28	DIABETIC CHART CHARGES ( <i>Not Payable</i> )
29	DOCUMENTATION CHARGES/ ADMINISTRATIVE EXPENSES ( <i>Not Payable</i> )
30	DISCHARGE PROCEDURE CHARGES ( <i>Not Payable</i> )
31	DAILY CHART CHARGES ( <i>Not Payable</i> )
32	ENTRANCE PASS/ VISITORS PASS CHARGES ( <i>Not Payable</i> )
33	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE ( <i>To be Claimed by Patient under Post - Hospitalization where admissible</i> )
34	FILE OPENING CHARGES ( <i>Not Payable</i> )
35	INCIDENTAL EXPENSES/ MISC. CHARGES (NOT EXPLAINED) ( <i>Not Payable</i> )
36	PATIENT IDENTIFICATION BAND/ NAME TAG ( <i>Not Payable</i> )
37	PULSEOXYMETER CHARGES ( <i>Not Payable</i> )
38	Nursing, DMO/ RMO charges included in room rent under associated medical expenses ( <i>Not Payable</i> )

**List III - Items that are to be subsumed into Procedure Charges**

SI No.	Item
1	HAIR REMOVAL CREAM ( <i>Not Payable</i> )
2	DISPOSABLES RAZORS CHARGES (for site preparations) ( <i>Payable for site preparations</i> )
3	EYE PAD ( <i>Not Payable</i> )
4	EYE SHIELD ( <i>Not Payable</i> )
5	CAMERA COVER ( <i>Not Payable</i> )
6	DVD, CD CHARGES ( <i>Payable only if CD is specifically sought by Insurer/TPA</i> )
7	GAUSE SOFT ( <i>Not Payable</i> )
8	GAUZE ( <i>Not Payable</i> )
9	WARD AND THEATRE BOOKING CHARGE ( <i>Payable Under OT Charges, Not Payable Separately</i> )
10	ARTHROSCOPY AND ENDOSCOPY INSTRUMENTS ( <i>Rental Charged By The Hospital Payable. Purchase of Instruments Not Payable.</i> )
11	MICROSCOPE COVER ( <i>Payable Under OT Charges, Not Payable Separately</i> )
12	SURGICAL BLADES, HARMONICSCALPEL, SHAVER ( <i>Payable Under OT Charges, Not Payable Separately</i> )
13	SURGICAL DRILL ( <i>Payable Under OT Charges, Not Payable Separately</i> )
14	EYE KIT ( <i>Payable Under OT Charges, Not Payable Separately</i> )
15	EYE DRAPE ( <i>Payable Under OT Charges, Not Payable Separately</i> )
16	X-RAY FILM ( <i>Payable Under Radiology Charges, Not as Consumable</i> )
17	BOYLES APPARATUS CHARGES ( <i>Part Of OT Charges, Not Separately</i> )
18	COTTON ( <i>Not Payable-Part of Dressing Charges</i> )
19	COTTON BANDAGE ( <i>Not Payable-Part of Dressing Charges</i> )
20	SURGICAL TAPE ( <i>Not Payable-payable by the Patient when Prescribed, otherwise included as Dressing Charges</i> )
21	APRON ( <i>Not Payable -Part of Hospital Services/Disposable Linen to be Part of OT/ICU Charges</i> )
22	TORNIQUET <i>Not payable (service is charged by hospital, consumables cannot be separately charged.</i>
23	ORTHOBUNDLE, GYNAEC BUNDLE ( <i>Part of Dressing Charges</i> )

**List IV - Items that are to be subsumed into costs of treatment**

SI No.	Item

1	ADMISSION/REGISTRATION CHARGES ( <i>Not Payable</i> )
2	HOSPITALISATION FOR EVALUATION/ DIAGNOSTIC PURPOSE <i>Unless A Claim Is Accepted Under Section1 - Hospitalization Cover</i>
3	URINE CONTAINER ( <i>Not Payable</i> )
4	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES ( <i>Not Payable</i> )
5	BIPAP MACHINE ( <i>Not Payable</i> )
6	CPAP/ CAPD EQUIPMENTS ( <i>Device Not Payable</i> )
7	INFUSION PUMP- COST ( <i>Device Not Payable</i> )
8	HYDROGEN PEROXIDE\SPIRIT\ DISINFECTANTS ETC (May be Payable when prescribed for patient, not Payable for hospital use in OT or ward or for dressings in hospital)
9	NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES ( <i>Patient diet provided by hospital is payable</i> )
10	HIV KIT ( <i>Payable Only as Pre-Operative Screening</i> )
11	ANTISEPTIC MOUTHWASH ( <i>Payable when prescribed</i> )
12	LOZENGES ( <i>Payable when prescribed</i> )
13	MOUTH PAINT ( <i>Payable when prescribed</i> )
14	VACCINATION CHARGES ( <i>Not Payable</i> )
15	ALCOHOL SWABES ( <i>Not Payable. Part of hospital's own internal cost</i> )
16	SCRUB SOLUTIONISTERILLIUM ( <i>Not Payable. Part of hospital's own internal cost</i> )
17	Glucometer& Strips ( <i>Not Payable pre hospitalization or post hospitalization / Reports and Charts required/ Device not payable</i> )
18	URINE BAG ( <i>Payable where medically necessary till a reasonable cost - maximum 1 per 24 hrs</i> )

**List V – Additional Non Payable Items**

Sr. No	List of Expenses Generally Excluded ("Non-medical")
1.	BRUSH
2.	COSY TOWEL
3.	MOISTURISER PASTE BRUSH
4.	POWDER
5.	BARBER CHARGES
6.	OIL CHARGES
7.	BED UNDER PAD CHARGES
8.	COST OF SPECTACLES/ CONTACT LENSES/ HEARING AIDS, ETC.,
9.	DENTAL TREATMENT EXPENSES THAT DO NOT REQUIRE HOSPITALISATION
10.	HOME VISIT CHARGES
11.	DONOR SCREENING CHARGES
12.	BAND AIDS, BANDAGES, STERILE INJECTIONS, NEEDLES, SYRINGES
13.	BLADE
14.	MAINTENANCE CHARGES
15.	PREPARATION CHARGES
16.	WASHING CHARGES
17.	MEDICINE BOX
18.	COMMODE
19.	DIGESTION GELS
20.	NOVARAPID
21.	VOLINI GEL/ ANALGESIC GEL
22.	ZYTEE GEL
23.	AHD (ANCILLARY AND HOSPITAL DISINFECTION (EG., BIOMEDICAL WASTE DISPOSAL/MANAGEMENT, SANITATION, SANITIZATION/FUMIGATION CHARGES ETC.)
24.	VISCO BELT CHARGES
25.	EXAMINATION GLOVES
26.	OUTSTATION CONSULTANT'S/ SURGEON'S FEES
27.	PAPER GLOVES
28.	REFERRAL DOCTOR'S FEES

29.	SOFNET
30.	SOFTOVAC
31.	STOCKINGS