

DIGIT CATTLE INSURANCE POLICY**PROSPECTUS****(IRDAN158RP0004V01202324)****Go Digit General Insurance Ltd.**

Go Digit General Insurance Ltd. ('Digit') is a new-age general insurance company that is backed by the Fairfax Group – one of the world's largest financial holding companies which is engaged in General Insurance, Reinsurance and Investment management across more than 30 countries.

Digit's singular mission is to make insurance simple for all. With that mission in mind, we are reimagining products and redesigning processes. Our products are designed keeping the consumer in mind, our processes are simple, fast and transparent & our documents are easy to understand. With the help of cutting-edge technology and people who bring in years of experience in both the insurance and technology domain, we want to be the new-age insurance company that's revolutionising the insurance industry. And by doing so, we want to be part of our consumers' lives by enabling them to live life, without worrying about an uncertain future.

Product Introduction

Cattle are considered one of the most valued possessions of the rural community. Small and medium farmers earn considerable portion of their income from cattle rearing. Since the livelihood of farmers depend so much on them, it becomes important to have comprehensive cattle insurance coverage.

For this product, Cattle means animal(s) consists of i) Milch Cows and Buffaloes ii) Calves/Heifers iii) Stud Bulls iv) Bullocks v) Male Buffaloes.

What is age and eligibility of cattle to be covered under the product?

Type of Animal	Age of Cattle for coverage
Milch Cows	2 Years (or age at first calving) to 10 Years
Milch Buffaloes	3 Years (or age at first calving) to 12 Years
Stud Bulls	3 Years or earlier age at sexual maturity to 8 years.
Bullocks & Male Buffaloes	3 Years to 12 Years
Female Calves /Heifers	Milch Cow's offspring – From age of 4 months to 2 years or first calving age, whichever is lower.
	Milch Buffalo's offspring – From age of 4 months to 3 years or first calving age, whichever is lower.

The Sum Insured shall not exceed the current market value of the cattle, as determined by authorized veterinary doctor or any authorized agent of the Company. Maximum Claim amount payable under the policy will be corresponding the Sum Insured as mentioned in the Policy Schedule/ Certificate of Insurance or market value of the cattle at the time of death (whichever is less), for the respective Cattle mentioned in the Policy Schedule/ Certificate of Insurance.

Who can buy this product?

This Product can be bought by Individuals/entities/firms/trusts/companies who are Cattle Owners or have an insurable interest in the cattle to be insured.

This Product can also be bought on group basis in line with group guidelines issued by IRDAI and any amendments thereafter.

What are the Coverages available under this Policy?

The product consists of Base cover and Optional Cover.

I. BASE COVER

Indemnify to the Insured against loss sustained as a result of death of the Insured cattle/ animal during the policy period due to Fire, Electrocution, Snake-Bite, Wild life Attack, Strangulation, drowning in water bodies, Poisoning, Riot, Strike, Road Accident or Accidental External means, provided always that liability of the Company will not exceed the Sum Insured for the respective cattle/animal as mentioned in the Policy Schedule/ Certificate of Insurance.

II. OPTIONAL COVER

Following optional covers are available under the Policy which need to be specifically opted by the Insured on payment of additional premium:

- i. Optional Cover 1: Permanent Total Disability (PTD) of the Cattle
- ii. Optional Cover 2: Death of Cattle due to Natural Calamity
- iii. Optional Cover 3: Death of Cattle due to Disease contracted during Policy Period
- iv. Optional Cover 4: Death of Cattle during Surgical Operation of Calving
- v. Optional Cover 5: Theft of Cattle
- vi. Optional Cover 6: Transit Cover

Optional Cover 1: Permanent Total Disability (PTD) of the Cattle

In consideration of the payment of additional premium, it is hereby declared and agreed that the coverage provided under the Base Cover of this policy will be extended to include Permanent Total Disablement (PTD) of cattle.

For this section, Permanent total Disability means as under depending upon the type of cattle covered under the Policy:

- a. In the case of Milch Cattle results in permanent and total incapacity to conceive or yield milk
- b. In the case of Stud Cattle results in permanent and total incapacity for breeding purpose,

Provided always that:

- a. the basis of Indemnity will be specified percentage of the market value of the Insured Cattle prior to happening of the insured event subject to a maximum of the Sum Insured as mentioned in the Policy Schedule / Certificate of Insurance.
- b. Indemnity limit for claim payable under PTD is fixed as per age of the Insured Cattle, unless specifically agreed by Us and mentioned in the Policy Schedule/ Certificate of Insurance:
 - Up to 5 years: 60% of market value of Cattle or value of cattle mentioned in the Policy Schedule (whichever is lower)
 - 5 to 8 years: 50% of market value of Cattle
 - More than 8 years: 20% of market value of Cattle

Exclusion Specific to Optional Cover 1

- i. Any claim arising due to permanent total disablement within 30 days (unless specifically agreed otherwise by Us) from the date of commencement of the Policy will not be payable under the policy.

Optional Cover 2: Death of Cattle due to Natural Calamity

In consideration of the payment of additional premium, it is hereby agreed and declared that the coverage provided under the Base Cover of this policy will be extended to include the death of insured cattle due to natural calamity including Storm, Tempest, Flood and Inundation, Earthquake, Tornado, Hurricane, Cyclone, Famine and Drought, Landslide and Rockslide, and Lightning.

In case this Optional Cover is opted, General Exclusion no. 2 (which reads as under) will not be applicable:

"Any claim outside Geographical area as mentioned in the Policy Schedule".

Provided always that, the liability of the Company shall not exceed the Sum Insured for the respective cattle/ animal, as mentioned in the Policy Schedule/ Certificate of Insurance.

Optional Cover 3: Death of Cattle due to Disease contracted during Policy Period

In consideration of the payment of additional premium, it is hereby agreed and declared that the coverage provided under the Base Cover of this policy will be extended to include the death of insured cattle due to diseases or epidemics contracted or occurring during the policy period only.

Provided always that, the liability of the Company shall not exceed the Sum Insured for the respective cattle/ animal, as mentioned in the Policy Schedule/ Certificate of Insurance.

Condition Specific to Optional Cover 3

Vaccination needs to be done by the Government Animal Husbandry Department or a licensed Veterinarian on regular basis before monsoon at once every year for following diseases.

- Anthrax
- BQ (Black Quarter)
- HS (Hemorrhagic Septicemia)
- Foot and Mouth Disease
- Rinderpest
- Other diseases specific to Insured Cattle as specified in the Policy Schedule

In absence of any proof of such vaccination, if there were death due to epidemics as a result of any of the above-mentioned diseases, then the claim by the insured under this optional cover would not be admissible.

Exclusion Specific to Optional Cover 3

- i. Any claim arising due to disease contracted within 15 days (unless specifically agreed otherwise by Us) from the date of commencement of the Policy, will not be payable under the policy. This exclusion will not apply in case of continuous renewal of the policy.
- ii. Pre-existing diseases contracted before the commencement of the policy period are excluded under this cover.

Optional Cover 4: Death of Cattle during Surgical Operation of Calving

In consideration of the payment of additional premium, it is hereby agreed and declared that the coverage provided under the Base Cover of this policy will be extended to include the death of insured cattle during surgical operations of calving during the Policy Period. This cover may also include death of cattle during other surgical operations, subject to prior intimation should be given to Us and required approval should be taken from Us.

Provided always that, the liability of the Company shall not exceed the Sum Insured for the respective cattle/ animal, as mentioned in the Policy Schedule/ Certificate of Insurance.

Exclusion Specific to Optional Cover 4

- i. Any claim arising due to surgical operation of calving within 6 months (unless specifically agreed otherwise by Us) from the date of commencement of the Policy, will not be payable under the policy. This exclusion will not apply in case of continuous renewal of the policy.
- ii. Pre-existing conditions contracted before the commencement of the policy period are excluded under this cover.

Optional Cover 5: Theft of Cattle

In consideration of the payment of additional premium, it is hereby agreed and declared that the coverage provided under this policy will be extended to include Theft of the Insured Cattle.

Provided always that, the liability of the Company shall not exceed the Sum Insured for the respective Cattle, as mentioned in the Policy Schedule/ Certificate of Insurance.

Condition Specific to Optional Cover 5

In case of theft of Cattle, the claim will not be processed till the time adequate proof of theft is produced, i.e, a copy of the First Information Report (FIR) from the local police station for verification within 15 days from the date of theft of Insured Cattle.

Optional Cover 6: Transit Cover

In consideration of the payment of additional premium, it is hereby agreed and declared that the coverage provided (death and/or PTD as opted) under this policy will be extended to include any loss or damage sustained to the insured cattle while in transit beyond 50 kms from Insured's residential address, as mentioned in the policy schedule/ Certificate of Insurance.

Transit of cattle should be done only by rail or road and not on foot.

Provided always that, the liability of the Company shall not exceed the Sum Insured for the respective cattle/ animal, as mentioned in the Policy Schedule/ Certificate of Insurance.

What are the exclusions applicable to this Policy?

This Policy does not cover the following and no indemnity is available hereunder for any Claim directly or indirectly caused by, based on, arising out of or howsoever attributable to any of the following: -

1. Deductible (as mentioned in the Policy Schedule/ Certificate of Insurance) of the claim amount per insured cattle will be applied and the same have to be borne by the insured.
2. Any claim outside Geographical area as mentioned in the Policy Schedule, unless specifically agreed otherwise by Us.
3. Malicious or wilful injury or neglect, overloading, unskilful treatment or use of cattle for purpose other than stated in the Policy Schedule/ Certificate of Insurance without the consent of the Company.
4. Accidents occurring/ diseases contracted prior to the commencement of the Policy.
5. Intentional slaughter of the cattle except in cases where destruction is necessary to terminate incurable suffering on humane consideration on the basis of certificate issued by qualified Veterinarian or in cases where destruction is resorted to by the order of lawfully/statutorily constituted authority.
6. Any loss or damage caused wilfully or knowingly by the Insured, or any loss or damage in which the Insured or any person acting on his behalf is involved or implicated.
7. Death or Permanent Total Disablement of the Insured Cattle due to, or arising out of, or directly or indirectly connected with or traceable to, war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection, mutiny, tumult, military or usurped power, seizure, capture, arrests, restraints and detainment of all kinds or any consequences thereof.
8. Any accident, destruction, damage, legal liability directly or indirectly caused by or contributed to by or arising from ionizing radiations, nuclear weapons or nuclear material.
9. Accidents while being transported by air, and sea.
10. Straying of cattle
11. Any expenses incurred on medical treatment or vaccination of the cattle.

12. Consequential loss whatsoever nature.
13. Any claim, if the ownership of cattle is transferred to any other person, unless specifically agreed otherwise by Us.
14. Permanent total disablement of any type of insured, unless specifically covered under the policy.
15. Accidents resulting from Natural Calamity like Lightning, Storm, Tempest, Flood, Inundation, Cyclone, Typhoon, Tempest, Famine, etc., unless specifically covered under this Policy.
16. Any claim arising out of any disease contracted by the cattle, unless specifically covered under the Policy.
17. Any claim arising out of surgical operation of calving, unless specifically covered under the Policy.
18. Theft of the Insured cattle, unless specifically covered under the Policy.
19. Accidents while in transit beyond 50 kms within the State by either road or rail, unless specifically covered under this Policy.

What are the General Conditions Applicable to the Policy?

1. Alteration of Risk

The Insured shall immediately notify the Company in writing of any material change in the risk and cause at his own expense such additional precautions to be taken as circumstances may require to ensure safe operation of the Insured items or trade or business practices thereby containing the circumstances that may give rise to the claim and the Company may, adjust the scope of cover and/ or premium if necessary, accordingly. All cover under this Policy shall cease if any alteration be made whereby the risk of loss or damage is increased until such alteration be agreed to by us in writing.

2. Inspection

You shall permit any authorized representative of the Company at all times to inspect the cattle(s) hereby insured and premises where the cattle(s) is/are kept and shall furnish any information which the Company may require and shall comply with all reasonable rules made, and directions given from time to time by the Company.

3. Non-Disclosure or Misrepresentation:

If at the time of issuance of Policy or during continuation of the Policy, the information provided to Us in the proposal form either physically or electronically or otherwise, by You or the Insured Person or anyone acting on behalf of You or an Insured Person is found to be incorrect, incomplete, suppressed or not disclosed, wilfully or otherwise, the Policy shall be:

- a) cancelled ab initio i.e. from the inception date or the renewal date (as the case may be),
- b) or the Policy may be modified by Us, at Our sole discretion, upon 30 days' notice by sending an endorsement to Your address shown in the Schedule/Certificate of Insurance;
- c) the claim under such Policy if any, shall be rejected/repudiated forthwith.

4. Fraud

- a. If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or device are used by You or anyone acting on Your behalf to obtain any benefit under this policy, all benefits and rights under the Policy shall be forfeited and all premiums paid hereon shall be forfeited.
- b. We shall not be liable to make any payment under this Policy in respect of any claim if such claim shall be in any manner fraudulent or supported by any statement or device whether by You or by any person on Your behalf and/ or if the insurance has been continued in consequence of any material mis-statement or the non-disclosure of any material information by or on behalf of the Insured.

5. Policy Deductible

Subject to the policy limits that apply, we will pay only that part of the total of all covered loss that exceeds the Deductible amount shown in the Policy Schedule/Certificate of Insurance.

6. Provision of No Tag No Claim

In the event of death of animal/s covered under the policy, claim/s shall not be entertained unless the Microchip/Ear Tag/ RFID/Identification Tag is surrendered to the Company. In the event of loss of Identification tag/s, it is the responsibility of the Insured to give immediate notice to the Company within two weeks and get the animal retagged.

In case of animal identification is done based on Muzzle Pattern recognition / Muzzle Scanning, if there is damage to muzzle, it is the responsibility of the Insured to give immediate notice to the Company.

At the time of death of claim, the identification details of the cattle (such as Muzzle Print, microchip, RFID, ear tag, identification tag of the cattle, photograph of the cattle etc.) submitted to the Company should match with the identification of the deceased cattle. In case of any mismatch in the identification of the cattle, the claims will be repudiated.

In case of dual mode of identification, both the identifiers should match.

If complete identity of animal is lost at the claims stage the claim may be repudiated

7. Basis of Sum Insured:

The Sum Insured shall not exceed the current market value of the cattle, as determined by authorized veterinary doctor or any authorized agent of the Company or as mutually agreed between You and Us at the time of proposal. Maximum Claim amount payable under the policy will be corresponding the Sum Insured as mentioned in the Policy Schedule/ Certificate of Insurance or market value of the cattle at the time of death (whichever is less), for the respective Cattle mentioned in the Policy Schedule/ Certificate of Insurance.

In case of Banks providing Cattle loans, if opted by the Insured, the Sum Insured would be the Bank loan amount given to purchase the insured cattle or as specifically mutually agreed between You and Us.

8. Basis of Indemnity

- a. **Death:** Basis of Indemnity will be the market value of the Insured cattle prior to insured event as certified by an authorized veterinary doctor or the Sum Insured whichever is less.
- b. **Permanent Total Disability (PTD)** (If specifically opted by the insured by payment of additional premium) PTD for the insured cattle shall be determined as under:
 - In case of Milch Cow or Milch Buffalo:
 - Capacity to conceive or reproduce
 - Capacity to produce milk
 - In case of Stud Bull or Ox
 - capacity to breed

The basis of Indemnity will be specified percentage of the market value of the Insured Cattle prior to happening of the insured event subject to a maximum of the Sum Insured. Indemnity limit for claim payable under PTD is fixed as per age of the Insured Cattle, which is as below:

- Up to 5 years : 60% of market value
 - 5 to 8 years : 50% of market value
 - More than 8 years : 20% of market value
- c. **Theft** (if specifically opted by the Insured by payment of additional premium) The basis of indemnity will be specified percentage of market value of the Insured Cattle prior to happening of the Insured event subject to a maximum of the Sum Insured. Indemnity limit for claim payable under Theft shall not exceed the percentage of Sum Insured or the market value of the Insured Cattle, as mentioned in the policy schedule.

9. Contribution

If, at the time of any claim, there is, or but for the existence of this Policy, would be any other policy of indemnity or insurance in favour of or effected by or on behalf of the Insured applicable to such claim, then the Company shall not be liable to pay or contribute more than its rateables proportion of any loss or damage.

10. Subrogation

The Insured shall at the expense of the Company do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by the Company for the purpose of enforcing any civil or criminal rights and remedies or obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated upon the Company paying for or making good any loss or damage under the Policy whether such acts and things shall be or become necessary or required before or after the Insured (s) indemnification by the Company.

11. Fraudulent/Unfounded Claims

If any claim under this Policy is in any respect fraudulent or unfounded, all benefits paid and/or payable in relation to that claim shall be forfeited and (if appropriate) recovered. In addition, all covers with respect to the Insured Person shall be cancelled from Policy Period start date without any refund of premiums.

12. Renewal

The Company shall not be bound to accept any renewal premium nor give notice that such is due. Every renewal premium (which shall be paid and accepted in respect of this policy) shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration herein before mentioned and that nothing is known to the Insured that may result to enhance the risk of the Company under the guarantee hereby given. No renewal receipt shall be valid unless it is on the printed form of the Company and signed by an authorized official of the Company.

13. Territorial Limits

This Policy covers Insured Risk of concerned Insured arising after the policy commencement date and during the Policy Period within India. The Company's liability to make any payment under admissible claims shall be to make payment to the Insured within India and in Indian Rupees only.

How do I cancel the policy? What is provision to cancel the policy under this?**Cancellation by You at any time**

- a. You can cancel this Policy at any time by giving Us notice in writing. The Policy will terminate when We receive Your notice.
- b. If You cancel the Policy, We will refund premium as follows:
 - i. For Annual Policy: refund proportion premium for unexpired policy period, if the term of the policy is upto one year and there is no claim(s) made during the policy period.
 - ii. For Long Term Policies: refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.

Cancellation by Us

Policy may be cancelled by the Company on the grounds of established fraud, by giving minimum notice of 7 (seven) days to the insured.

Do I need to pay any amount from my pocket at the time of claim?

Deductible is the part of the claim that is to be first paid by you and we are liable to pay the remaining part of the claim. Applicable deductible will be mentioned in your policy schedule.

What discounts / Loading are available under this policy?

- 1) Group Discount
- 2) Long Term Discount
- 3) Historical Claims Experience Discounting / Loading

What are the Policy Period options available under this Policy?

The coverage under this Policy can be opted for a period of 1 year or on long term basis (more than one year). Maximum tenure of the policy will be 10 years, subject to maximum age criteria of the respective cattle.

How do I get the premium amount for this Insurance Cover?

Based on filled proposal form and information furnished, we will provide you with the premium amount.

What do I do in case of a claim?

In case of a claim, we request you to register a claim by contacting our Customer Service No. 1800 258 5956: You can, alternatively, also register a claim by email on: hello@godigit.com

Please keep below details handy at the time of registering claims as this information will help us serve you faster: Policy Number, Location of Loss, Date and Time of Loss & Contact Number of the Insured/Caller.

1. Claims Notification Procedure:

- i. Upon the happening of any insured event and/or disease (if disease cover has been opted for), which may give rise to claim under this Policy, notice with full particulars of the Insured and Insured cattle must be given to the Company immediately within 24 Hours of loss event.
- ii. On receipt of intimation from the Insured regarding a claim under the Policy, We are entitled to investigate and obtain information on the alleged accident or illness, if required.
- iii. Any veterinary doctor or agent of the Company shall be allowed to examine the Insured cattle (or the carcass, as applicable) in case of death or permanent total disablement as and when required on behalf of the Company.
- iv. Proof of Identity of the Cattle/ animal, as agreed under the policy, need to be provided. If there is any mismatch or complete identity of cattle/ animal is lost at the claims stage the claim may be repudiated.

2. Claim Procedure

- a. **Death (including death of cattle under Base Cover, due to natural calamity, due to disease contracted or during surgical operation of calving) :**
 - Immediate intimation to be given to the Company and to the veterinary doctor authorized or the authorized person of the Company to certify death of the Insured cattle.
 - Duly completed Claim form signed by the owner of the insured Cattle and authorized veterinary doctor to be submitted to the Company within 14 days.
 - Microchip/Identification Tag/ Muzzle Print / RFID/ Proof of Identity of the Cattle Insured under this Policy, to be surrendered to the Company. In case of any mismatch or loss of identity proof, the claim may be repudiated.
 - In case of death due to disease - all papers in connection with treatment, diagnostic and vaccination record received from vet doctor.
 - Postmortem of the cattle/ carcass, wherever required will be conducted by Company appointed Vet / person.
- b. **Permanent Total Disablement (PTD)** (If specifically opted by the Insured by payment of additional premium)
 - Immediate intimation to be given to the Company and to the veterinary doctor authorized to certify permanent total disablement of the Insured Cattle.
 - Duly completed Claim form signed by the Owner of the Cattle and authorized veterinary Doctor to be submitted to the Company within 14 days.
 - Certificate from Veterinary doctor validating the type of Permanent Total Disablement (PTD) to be submitted to the Company.
 - Complete treatment chart for the Insured Cattle provided by the veterinary doctor to be submitted along with the Claim Form.
- c. **Theft** (if specifically opted by the Insured by payment of additional premium)

- Immediate intimation to be given to the Company and a First Information report (FIR) to be lodged with the nearest police station.
 - Duly completed Claim form signed by the Owner of the Insured Cattle to be submitted to local office of the Company.
 - Final Investigation Report to be submitted to local office of the Company,
- d. **Transit** (if specifically opted by the Insured by payment of additional premium)
- Immediate intimation to be given to the Company.
 - Proof of Transit and Injury to animal happening during the transit.

3. Claim Documents

The Insured shall be required to furnish the following for or in support of a claim under the Policy:

a. For Death:

- Duly completed claim form
- Identification tags/microchip/ RFID/ muzzle print proof of identity of Insured Cattle as submitted to the company as identification of the cattle.
- Death Certificate duly attested by authorized veterinary doctor.
- Postmortem report from authorized veterinary doctor.
- Post-Mortem should be conducted by veterinary doctor from local Government Hospital or any other veterinary doctor authorized by the Company. On case-to-case basis, we may ask for live video call/ live recording of post-mortem being conducted.
- Three clearly visible photographs of the Insured Animal. Photograph must be such that (i) Identification tag number should be clearly visible in one, (ii) one for whole body of animal with tag being visible & (iii) one photograph should be of farmer along with dead animal.
- Group photograph shall not be admitted for registration of claim.
- In case of death due to Vehicular accident, Death due to Poison, FIR, Spot Panchnama.
- Closing Report from the Police.
- In case of death of cattle due to natural calamity, proof of natural calamity reason for death of the cattle
- Any other document required on case-to-case basis.

b. For Permanent Total Disablement (PTD)

- Duly completed claim form
- Veterinary Doctor's Report, including reason for disablement treatment cost and treatment chart for Injury or Disease (if specifically covered under the Policy) with respect to the Insured cattle
- Certification from veterinary doctor on the type of disability
- Any other document required on case-to-case basis.

c. For Theft

- Duly completed claim form
- Copy of the General Diary Entry/ FIR lodged with the Police Station
- Spot Panchnama.
- Closing/ Untraceable/ Final Report from the Police.
- Any other document required on case-to-case basis.

d. For Death due to Disease / Surgical Operation:

- Duly completed claim form
- In case or death due to any disease (if specifically covered under the Policy) all the papers in connection with the treatment received from a veterinary doctor.
- Vaccination reports from the veterinarian (as applicable)
- Complete medical history and Diagnostic Reports
- Any other document as required by the Company to process the claim.

We may refuse to pay the claim until proof of identification of cattle, proof of death of the Insured Cattle and information about the cause of death of the Insured cattle is provided to Us to our satisfaction.

4. Insufficient Document

We have tried to reduce the number of documents you need to share, but we will not pay any claim in case all the necessary mandatory documents as mentioned in our claims process are not submitted to Us.

5. Claims Settlement:

- a. The Company shall settle or reject a claim, as the case may be, within 15days from the date of receipt of last necessary document and/or information.

- b. In case the claim is not settled within the specified timelines, then the claimant is entitled for interest as per the rate specified in prevailing regulatory provisions.
 “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.

Note: There are times when You or any other person who could claim on Your behalf, may be in such a state of hardship, that You or Such other person is unable to give us a notice or file a claim within the prescribed time limit. In such cases, condonation of delay can be considered by waiver of above conditions may be considered where the reason for delay is justified and proved to our satisfaction.

CUSTOMER GRIEVANCE REDRESSAL POLICY

We are committed to extend the best possible services to its customers. However, if You are not satisfied with Our services and wish to lodge a complaint, please feel free to call Our 24X7 Toll free number 1800-258-5956 or You may email to the customer service desk at hello@godigit.com. After investigating the matter internally and subsequent closure, We will send Our response.

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

For updated details of grievance officer, kindly refer the link:
<https://www.godigit.com/claim/grievance-redressal-procedure>

If You do not get a satisfactory response from Us and You wish to pursue other avenues for redressal of grievances, You may approach Insurance Ombudsman appointed by IRDAI under the Insurance Ombudsman Scheme.

Grievance may also be lodged at IRDAI Integrated Grievance Management System- <https://irdai.gov.in/igms1>

IMPORTANT NOTE: Above is a summary of Coverage and Exclusions, please refer to detailed Policy Terms & Conditions and Policy Schedule for full description which shall prevail in the event of any claim/complaint/dispute.