



मानव संसाधन प्रभाग, प्रधान कार्यालय,  
प्लॉट सं 4, सेक्टर 10, द्वारका, नयी दिल्ली  
HUMAN RESOURCES DIVISION HEAD OFFICE,  
PLOT No. 4, SECTOR 10, DWARKA, NEW DELHI

TO ALL BRANCHES/OFFICES.

12-12-2024

### NOTICE

**INDIAN BANKS ASSOCIATION (IBAs) GROUP MEDICAL INSURANCE POLICY FOR RETIRED EMPLOYEES – POLICY DOCUMENT & SOP OF TPA FOR THE POLICY PERIOD 2024-25**

The Indian Banks Association (IBA) Group Medical Insurance Policy of retired employees has been renewed from 01.11.2024 to 31.10.2025 through National Insurance Company Ltd. All cashless and reimbursement claims will be serviced by Heritage Health Insurance TPA Pvt. Ltd. (HHI).

We have now received IBA Group Medclaim Policy documents of retiree policy from National Insurance Company Ltd (NICL) along with list of items for which coverage is not available in the policy unless specifically provided.

For the ready reference of retirees, we are enclosing herewith following documents:

#### **A. Policy document**

1. IBAs Retiree Base without Domiciliary Group Medclaim Policy 2024-25 (Along with Annexure I & II).
2. IBAs Retiree Top up without Domiciliary Group Medclaim Policy 2024-25 (Along with Annexure I & II)

#### **B. SOP of Heritage TPA**

1. Cashless Procedure (Annexure III)
2. Reimbursement Procedure (Annexure IV)
3. Check list (Annexure V)
4. Escalation Matrix (Annexure VI)



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### **C. PREMIUM CERTIFICATE**

Retirees who desire to obtain a certificate of deduction of premium in IBA's Group Medical Insurance Scheme for retired employees, may obtain the same from Pension Paying branches. All incumbents are advised to issue such certificate to the effect that the premium has been deducted from their accounts after consolidating the amount of premium deducted during the financial year.

All the retirees/ family pensioners may contact their respective Circle Office in case of any issue regarding IBA's Group Medical Policy, further they may raise their grievance as per the Escalation/ contact matrix of the TPA informed earlier.

All are advised to be guided accordingly.

**GENERAL MANAGER  
(SUMESH KUMAR)**

पॉलिसी अनुसूची/ Policy Schedule-GroupMediclaim-Tailormade	
पॉलिसी संख्या / <b>Policy Number:</b> <b>251100502410000232</b>	व्यवसाय स्रोत/ <i>Business Source:</i> 251100
जारीकर्ता कार्यालय/ <b>Issuing Office</b> कार्यालय कोड/ <i>Office Code:</i> 251100 कार्यालय पता/ <i>Office Address:</i> MUMBAI LARGE CBO UNIT IInd Floor, National Insurance Building,, 14, Jamshedji Tata Road,,Churchgate - 400020. राज्य कोड/ <b>State Code:</b> 27 , Maharashtra जीएसटीएन/ <b>GSTIN:</b> 27AAACN9967E1Z3 संपर्क संख्या/ <i>Contact Number:</i> 22 22036054 मोबाइल संख्या / <i>Mobile Number:</i> 0	विक्रय चैनल विवरण/ <b>Sales Channel Details</b> कोड/ <i>Code:</i> 251100 नाम/ <i>Name:</i> Mumbai-1 Corporate Business Office (CBO) संपर्क संख्या/ <i>Contact Number:</i> 0  <b>Customer Care Toll Free Number:</b> <b>1800 345 0330</b> <b>email:customer.support@nic.co.in</b>



ग्राहक का नाम /Customer Name: PUNJAB NATIONAL BANK - RETIRES	ग्राहक आईडी /Customer ID: 9701926962	पैन /PAN: *****5G
पता/ Address: SECTOR 10, PLOT NO. 4 DWARKA, शहर/City: SOUTH WEST DELHI - DISTRICT OT, जिला/District: SOUTH WEST DELHI, राज्य/State: DELHI, पिन/PIN: 110075.	आधार /AADHAR: फोन /Phone: *****88	
सेल/Cell: *****88	ई-मेल /E-Mail:	

पॉलिसी: 01/11/2024 के 00:00 से 31/10/2025 की मध्य रात्रि तक प्रभावी /**Policy Effective from 00:00 hours, on 01/11/2024 to midnight of 31/10/2025**

प्रीमियम/ Premium	₹56,99,80,327.00	कवर नोट संख्या और तिथि / Cover Note Number and Date	लागू नहीं /NA
Less:Digital Discount	₹ 0.00		
Total Premium	₹ 56,99,80,327.00		
सीजीएसटी/CGST	₹ 0.00		
एसजीएसटी/यूटीजीएसटी / SGST/UTGST	₹ 0.00	प्रस्ताव संख्या और तिथि/ Proposal Number and Date	8800241121072729 दिनांक/Dt. 21/11/2024
आईजीएसटी/IGST	₹ 10,25,96,459.00		
कम:जीएसटी_टीडीएस / Less:GST_TDS	₹ 0.00		
वसूली योग्य योग्य स्टाम्प ड्यूटी /Recoverable Stamp Duty	₹ 0.00	रसीद संख्या और तिथि/ Receipt Number and Date	251100812410002491 दिनांक/Dt. 21/11/2024
<b>कुल राशि /Total Amount</b>	<b>₹ 67,25,76,786.00</b>	पिछली पॉलिसी संख्या और समाप्ति तिथि / Previous Policy Number and Expiry Date	लागू नहीं /NA

(रूपए/Rupees Sixty Seven Crore Twenty Five Lakh Seventy Six Thousand Seven Hundred Eighty Six केवल/Only.)

Co- बीमा विवरण/ Insurance Details:	एनआईसी/NIC 77.50%,NIA - MUMBAI - 120400 10.00%,OIC - CBO2 - Mumbai - 590000 12.50%.
*सरकारी सब्सिडी Government Subsidy:	₹ 0.00

#### LocationAddress:

1)INDIA,,Mumbai,Greater Mumbai,Maharashtra,400001.

Number of families:18611 Number of Lives covered: 33331

SL. No	Coverage	Coverage Description	Sum Insured
1	Standard Cover	RETIREE BASE FLOTTER POLICY	6,84,10,00,000.00
Additional Information: NA			

**TPA Details:** HERITAGE HEALTH TPA PVT LTD - MUMBAI MBRO I, Champion Building, Ground Floor, 15 Parsi Panchayat Road, Andheri East, Mumbai 400069 - 400069 Contact No : 22 - 28232503 Fax : 022 - 66716299 Email : heritagemumtpa@bajoria.in.

<b>Clauses</b>	<b>As per Annexure I</b>
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पॉलिसी अनुसूची/ Policy Schedule-GroupMediclaim-Tailormade	
पॉलिसी संख्या / <b>Policy Number:</b> <b>251100502410000232</b>	व्यवसाय स्रोत/ <i>Business Source:</i> 251100
जारीकर्ता कार्यालय/ <b>Issuing Office</b> कार्यालय कोड/ <i>Office Code:</i> 251100 कार्यालय पता/ <i>Office Address:</i> MUMBAI LARGE CBO UNIT IInd Floor, National Insurance Building,, 14, Jamshedji Tata Road,, Churchgate - 400020. राज्य कोड/ <b>State Code:</b> 27 , Maharashtra जीएसटीएन/ <b>GSTIN:</b> 27AAACN9967E1Z3 संपर्क संख्या/ <i>Contact Number:</i> 22 22036054 मोबाइल संख्या / <i>Mobile Number:</i> 0	विक्रय चैनल विवरण/ <b>Sales Channel Details</b> कोड/ <i>Code:</i> 251100 नाम/ <i>Name:</i> Mumbai-1 Corporate Business Office (CBO) संपर्क संख्या/ <i>Contact Number:</i> 0  <b>Customer Care Toll Free Number:</b> <b>1800 345 0330</b> <b>email:customer.support@nic.co.in</b>



#### FINANCIER DETAILS

टिप्पणियां/ <b>Remarks:</b> RETIREES BASE POLICY 1. Family Definition: Retired Employee + Spouse only or Widow/Widower 2. Sum Insured for Group Health Insurance on Family Floater basis: Award Staff: Rs. 3 lakh Officer: Rs. 4 lakhs 3. Data: As per annexure attached. 4. Room Rent: Normal Room: Rs.5000 per day I.C.U.: Rs.7500 per day 5. No expenses related to domiciliary treatment shall be covered. 6. No corporate buffer is available. 7. Critical illness benefit cover is not available in the retiree policy.
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जिसकी गवाही में **21/November/2024** को उपरोक्त उल्लिखित कार्यालय पते पर अधोहस्ताक्षरी को विधिवत अधिकृत किया जा रहा है उसके हाथ निर्धारित किए जाएं। यह अनुसूची, संलग्न पॉलिसी, खण्ड, पृष्ठांकन और पॉलिसी शर्तों, जो कंपनी वेबसाइट <https://nationalinsurance.nic.co.in> पर उपलब्ध है, को एक अनुबंध के रूप में एक साथ पढ़ा जाए तथा कोई भी शब्द या अभिव्यक्ति जिसके लिए यह विशिष्ट अर्थ पॉलिसी या अनुसूची के किसी भी हिस्से में संलग्न किया गया हो, एक ही अर्थ वहन करेगा चाहे जहाँ भी उल्लिखित हो। यह आश्वासन दिया जाता है कि प्रीमियम चेक की अस्वीकृति के मामले में, यह दस्तावेज स्वतः आरंभ से ही निरस्त मानी जाएगी । **IN WITNESS WHEREOF, the undersigned being duly authorized hereunto set his/ her hand at the office address mentioned above, this 21/November/2024. This schedule, the attached policy, the clauses, the endorsements and policy wordings as available in the website <https://nationalinsurance.nic.co.in> shall be read together as one contract and any word or expression to which the specific meaning has been attached in any part of this policy or of the schedule shall bear the same meaning wherever it may appear. It is warranted that IN CASE OF DISHONOUR OF THE PREMIUM CHEQUE, THIS DOCUMENT STANDS AUTOMATICALLY CANCELLED 'AB-INITIO'**

इंश्योरेंसइंडियालिमिटेड ओम्बड्समैन का विवरण/Ombudsman Details: Office of the Insurance  
Ombudsman,3rd Floor, Jeevan Seva Annexe , S. V. Road, Santacruz  
(W),Mumbai - 400 054.  
Tel.: 69038821 / 23 / 24 / 25 /26 /27 / 28 /29 /30/31  
Email: bimalokpal.mumbai@cioins.co.in

स्टांप ड्यूटी  
**Stamp  
Duty:**  
(₹ 1.00)

Office of theInsurance Ombudsman,Jeevan Darshan Bldg., 3rd Floor, CT.S.  
No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030.  
Tel.: 020-41312555  
Email: bimalokpal.pune @cioins.co.in

कृते नेशनल इन्श्योरेंस कंपनी लिमिटेड/  
**For and on behalf of National  
Insurance Company Limited**  
अधिकृत हस्ताक्षरकर्ता/ **Authorized Signatory**

## टैक्स इनवॉयस/TAX INVOICE

इनवॉयस क्र.सं./Invoice Serial No: 30154H4CE0000232

इनवॉयस तिथि/Invoice Date: 21/11/2024

## आपूर्तिकर्ता का विवरण/Details of Supplier:

नेशनल इन्श्योरेंस कंपनी लिमिटेड/National Insurance Company Limited.,  
MUMBAI LARGE CBO UNIT IIInd Floor, National Insurance Building,,14, Jamshedji Tata Road,,Churchgate - 400020  
राज्य/State : 27 , Maharashtra  
जीएसटीआएन नंबर/  
GSTIN No : 27AAACN9967E1Z3

## प्राप्तकर्ता का विवरण/Details Of Receiver : PUNJAB NATIONAL BANK - RETIREES

पता/Address : SECTOR 10, PLOT NO. 4 DWARKA  
शहर/City : SOUTH WEST DELHI - DISTRICT OT,  
जिला/District: SOUTH WEST DELHI,  
राज्य/State: DELHI,  
पिन/PIN: 110075.

आपूर्ति का स्थान/Place Of Supply State : Delhi

राज्य कोड/State Code : 7

जीएसटीआईएन नंबर/GSTIN No : 07AAACP0165G1ZR

सैक कोड/SAC Code	सेवा का विवरण/Description of Service	कुल/Total(₹)	ड्यूटी/Disco unt	टैक्स योग्य/मूल्य/Taxable Value(₹)	सीजीएसटी की राशि/CGST		एसजीएसटी/यूटीजीएसटी/SGST/UTGST		आईजीएसटी/IGST		Kerala Flood Cess
					दर/Rate	राशि/Amount(₹)	दर/Rate	राशि/Amount(₹)	दर/Rate	राशि/Amount(₹)	राशि/Amount(₹)
997133	Accident and health insurance services	56,99,80,327	0%	56,99,80,327	0%	0	0%	0	18%	10,25,96,459	0
<b>TOTAL</b>		56,99,80,327		56,99,80,327		0		0		10,25,96,459	0

कुल इनवॉयस मूल्य (अंकों में )Total Invoice Value (In figures) : ₹ 67,25,76,786

कुल इनवॉयस मूल्य (शब्दों में)Total Invoice Value (In words) : रूपए/Rupees Sixty Seven Crore Twenty Five Lakh Seventy Six Thousand Seven Hundred Eighty Six केवल/Only.

रिवर्स चार्ज के अधीन टैक्स की राशि/ Amount of Tax Subject to Reverse Charge : No

## E.&amp;.O.E

कृते नेशनल इन्श्योरेंस कंपनी लिमिटेड/

For and on behalf of National Insurance Company Limited

अधिकृत हस्ताक्षरकर्ता/ Authorized Signatory



**Part – II****1. RECITAL CLAUSE**

**1.1** Whereas the Proposer designated in the Schedule hereto has by a proposal together with declaration, which shall be the basis of this Contract and is deemed to be incorporated herein, has applied to National Insurance Company Ltd. (here in after called the Company), for the insurance hereinafter set forth, in respect of person(s) named in the Schedule hereto (hereinafter called the Insured Persons) and has paid the premium as consideration for such insurance.

**1.2 OPERATIVE CLAUSE**

The Company undertakes that if during the Policy Period stated in the Schedule, any Insured Person(s) shall suffer any illness or disease (hereinafter called Illness) or sustain any bodily injury due to an Accident (hereinafter called Injury), requiring Hospitalisation of such Insured Person(s), for In-Patient Care at any hospital/nursing home (hereinafter called Hospital) or for Day Care Treatment at any Day Care Center, following the Medical Advice of a duly qualified Medical Practitioner, the Company shall indemnify the Hospital or the Insured, Reasonable and Customary Charges incurred for Medically Necessary Treatment towards the Coverage mentioned herein.

Provided further that, the amount payable under the Policy in respect of all such claims during the Policy Period shall be subject to the coverage, terms, exclusions, conditions, definitions and sub-limits contained herein as well as shown in the Table of Benefits, and shall not exceed the Sum Insured of the Insured Person as mentioned in the Schedule.

**1.3 BASIC COVER:**

**1.3.1** In the event of any claim becoming admissible under this scheme, the company will pay to the Hospital/Nursing Home or Insured Person the amount of such expenses as would fall under different heads mentioned below and as are reasonably and medically necessary incurred thereof by or on behalf of such insured person but not exceeding the Sum Insured in aggregate mentioned in the Schedule hereto.

A) Room and boarding expenses as provided by the Hospital/Nursing Home not exceeding per day limit as mentioned in the Schedule or the actual amount whichever is less.

B) Intensive care Unit (ICU) expenses not exceeding per day limit as mentioned in the Schedule or actual amount whichever is less.

C) Surgeon, team of surgeons, Assistant surgeon, Anaesthetist, Medical Practitioner consultants, Specialists Fees.

D) Nursing Charges, Service Charges, IV Administration Charges, Nebulization Charges, RMO Charges, Aesthetic, Oxygen, Blood, Operation Theatre Charges, surgical appliances, OT Consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, Cost of Prosthetic devices implanted during surgical procedure like pacemaker, Defibrillator Ventilator, Orthopaedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses, infra cardiac valve replacements, vascular stents, any other valve replacement, Laboratory/Diagnostic tests, X-ray CT Scan, MRI, any other scan and such similar expenses that are medically necessary, or incurred during hospitalization as per the advice of the attending doctor,

नेशनल इन्शुरेन्स कम्पनी लिमिटेड  
**National Insurance Company Limited**  
 CIN : U10200WB1906G01001713  
**IRDA Registration No. 58**



पंजीकृत एवं प्रधान कार्यालय : पारसर क्रमांक 18-3074,  
 प्लॉट क्रमांक सेबीडी-81, न्यू टाउन, कोलकाला 700 156, पश्चिम बंगाल  
**Registered & Head Office :** Premises No. 18-3074, Plot No. CBD-81,  
 New Town, Kolkata 700 156, West Bengal  
 P No : 033- 22831705-06 Fax : 033-22831712  
 email : website.administrator@nic.co.in

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

Applicable to Receipts and Policies : In case of dishonour of Cheque / DD for Premium, the Policy / Receipt stands cancelled "ABINITIO".

E) Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to the insured.

**1.3.2 Pre-Hospitalization and Post- Hospitalization Expenses** – Medical Expenses relevant to the same condition for which the hospitalization is required incurred during the period up to 30 days prior to hospitalization and during the period up to 90 days after the discharge from the hospital. These expenses are admissible only if the primary hospitalization claim is admissible under the policy.

**2. Definitions:**  
**Standard Definitions**

**2.1 Accident**-An accident is a sudden, unforeseen, and involuntary event caused by external, visible and violent means.

**2.2 ALTERNATIVE TREATMENTS**-Alternative treatments are forms of treatment other than treatment "Allopathic" or "Modern medicine" and includes Ayurveda, Unani, Siddha, Naturopathy and Homeopathy in the Indian context.

**2.3 ANY ONE ILLNESS** will be deemed to mean continuous period of illness and it includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment has been taken.

**2.4 CANCELLATION** defines the terms on which the policy contract can be terminated either by the insurer or the insured person by giving sufficient notice to other which is not lower than a period of fifteen days.

**2.5 CASHLESS FACILITY** means a facility extended by the insurer to the insured where the payment of the costs of treatment undergone by the insured in accordance with the policy terms and conditions, are directly made to the network provider by the insurer to the extent pre – authorization approved.

**2.6 CONGENITAL ANOMALY** refers to a condition(s) which is present since birth and which is abnormal with reference to form, structure or position.

**1 . Internal Congenital Anomaly**

Which is not in the visible and accessible parts of the body.

**2. External Congenital Anomaly**

Which is in the visible and accessible parts of the body.

**2.7 CONDITION PRECEDENT** shall mean a policy term or condition upon which the Insurer's liability under the policy is conditional.

**2.8 CONTINUOUS COVERAGE** means uninterrupted coverage of the insured person under our Individual Health Insurance Policies or Family Floater policy from the time the coverage incepted under the policy, provided a break in the insurance period not exceeding thirty days being grace period shall not be reckoned as an interruption in coverage for the purposes of this clause. In case of change in Sum Insured during such uninterrupted coverage, the lowest sum insured would be reckoned for determining continuous coverage.

However, the benefit of Continuous Coverage getting carried over from other policies will not be available for HIV/AIDS coverage.

नेशनल इन्श्योरेंस कम्पनी लिमिटेड  
National Insurance Company Limited  
CIN : U10200WB1906G01001713  
IRDA Registration No. 58

2



पंजीकृत एवं प्रधान कार्यालय : परिसर क्रमांक 18-3074,  
प्लॉट क्रमांक सीबीडी-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
New Town, Kolkata 700 156, West Bengal  
P No : 033- 22831705-06 Fax : 033-22831712  
email : website.administrator@nic.co.in

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

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**2.9 DAY CARE CENTRE** means any institution established for day care treatment of illness and/or injuries or a medical set – up within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under:

- Has qualified nursing staff under its employment.
- Has qualified Medical practitioner(s) in charge.
- Has a fully equipped operation theatre of its own where surgical procedures are carried out.
- Maintains daily records of patients and will make these accessible to the Insurance Company's authorized personnel.

**2.10 DAY CARE TREATMENT**-Day Care Treatment means the medical treatment and / or surgical procedure which is-

- Undertaken under General or Local Anaesthesia in a hospital/day care centre in less than 24 hours because of technological advancement and
- Which would have otherwise required a hospitalization of more than 24 hours. Treatment normally taken on an outpatient basis is not included in the scope of this definition.

**2.11 DEDUCTIBLE** is a cost sharing requirement under a Health Insurance Policy that provides that the Insurer will not be liable for a specified rupee amount in case of Indemnity policies and for a specified number of days/hours in case of hospital cash policies which will apply before any benefits are payable by the insurer. A deductible does not reduce the sum insured.

**2.12 DENTAL TREATMENT** means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.

**2.13 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.

**2.14 EMERGENCY CARE** means management for a severe illness or 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.

**2.15 EMERGENCY DENTAL TREATMENT** means the services or supplies provided by a Licensed dentist, Hospital or other provider that are medically and immediately necessary to treat dental problems resulting from injury. However, this definition shall not include any treatment taken for a pre- existing condition.



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3



पंजीकृत एवं प्रधान कार्यालय : परिसर क्रमांक 18-3074,  
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**2.16 EMERGENCY MEDICAL TREATMENT** means the services or supplies provided by a Physician, Hospital or Licensed provider that are medically necessary to treat any illness or other covered condition that is acute (onset is sudden and unexpected ),considered life threatening and one which if left untreated, could deteriorate resulting in serious and irreparable harm.

**2.17 GRACE PERIOD** means the specified period of time immediately following the premium due date during which a payment can be made to renew or continue a policy in force without loss of continuity benefits such as waiting periods and coverage of pre – existing diseases. Coverage is not available for the period for which no premium is received.

**2.18 HOSPITAL/NURSING HOME** means any institution established for in -patient care and day care treatment of illness and/or 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 the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under

- Has qualified nursing staff under its employment round the clock.
- Has at least 10 in-patient beds in towns having a population of less than 10 Lacs and at least 15 in - patient beds in all other places.
- Has a qualified medical Practitioner(s) in charge round the clock.
- Has a fully equipped Operation Theatre of its own where surgical procedures are carried out.
- Maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.

The term 'Hospital/Nursing Home' shall not include an establishment which is a place of rest, a place for the aged, a place for drug-addicts or place for alcoholics, a hotel or a similar place.

For Ayurveda, Unani, Siddha, Naturopathy and Homeopathy treatment, hospitalisation expenses are admissible only when the treatment has been undergone in a hospital as defined in clause 3.2 below.

### 2.19 HOSPITALISATION

Means admission in a Hospital/Nursing Home for a minimum period of 24 In-patient care consecutive "In-patient care" hours except for the specified day care procedures/treatments, where such admission could be for a period of less than 24 consecutive hours.

For the list of these specified day care procedures/treatments, please see 3.3.

**Note: Procedures/treatments usually done in outpatient department are not payable under the policy even if admitted/converted as an in-patient in the hospital for more than 24hours.**

**2.20 ID CARD** means the identity card issued to the insured person by the TPA to avail cashless facility in network provider.

**2.21 ILLNESS** means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the policy period and requires medical treatment.



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- (a) **Acute Condition**-Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/injury which leads to full recovery
- (b) **Chronic Condition**-A chronic Condition is defined as a disease, illness, or injury that has one or more of the following characteristics:
- It needs ongoing or long-term monitoring through consultations, examinations, check- ups, and/or tests.
  - It needs ongoing or long term control or relief of symptoms.
  - It requires rehabilitation for the patient or for the patient to be specially trained to cope with it.
  - It continues indefinitely.
  - It recurs or is likely to recur.

**2.22 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.

**2.23 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.

**2.24 INSURED PERSON** means the employee of the bank and each of the other family members who are covered under this policy as shown in the Schedule.

**2.25 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.

**2.26 INTENSIVE CARE (ICU) CHARGES** means the amount charged by a Hospital towards ICU expenses 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.

**2.27 MEDICAL ADVICE** means any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription.

**2.28 MEDICAL EXPENSES** means those expenses that an insured person has necessarily and actually incurred for medical treatment on account of illness or 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.

**2.29 MEDICALLY NECESSARY TREATMENT** is defined as any treatment, tests, medication, or stay in hospital or part of a stay in a hospital which

- Is required for the medical management of the illness or injury suffered by the insured;



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- Must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope duration or intensity.
- Must have been prescribed by a Medical Practitioner.
- Must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

**2.30 MEDICAL PRACTITIONER:** A Medical Practitioner is a person who holds a valid registration from the Medical Council of any State of India 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 there by entitled to practice medicine within its jurisdiction, and is acting within the scope and jurisdiction of license.

The term Medical Practitioner would include Physician, Specialist and Surgeon. The registered Medical Practitioner should not be the insured or any member of his family including parents and in-laws.

**2.31 NETWORK PROVIDER** means the hospital/nursing home or health care providers enlisted by an insurer or by a TPA and insurer together to provide medical services to an insured on payment by a cashless facility.

The list of Network Hospitals is maintained by and available with the TPA and the same is subject to amendment from time to time.

**PPN-PREFERRED PROVIDER NETWORK** means a network of hospitals which have agreed to a cashless packaged pricing for specified planned procedures for the insured person. Updated list of network provider/PPN is available on website of the company (<https://nationalinsurance.co.in/tpa> PPN network hospital) and website of the TPA mentioned in the schedule and is subject to amendment from time to time.

**2.32 NEW BORN BABY:** A new born baby means a baby born during the Policy Period aged between one day and 90 days, both days inclusive.

**2.33 NON-NETWORK HOSPITALS** means any hospital, day care centre or other provider that is not part of the network.

**2.34 NOTIFICATION OF CLAIM** is the process of notifying a claim to the insurer or TPA within specified timelines through any of the recognized modes of communication.

**2.35 OPD (Out-patient) TREATMENT** means the one in which the Insured visits a clinic/hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner. The Insured is not admitted as a day care or in-patient.

**2.36 PERIOD OF INSURANCE** means the period for which this policy is taken and is in force as specified in the Schedule.

**2.37 PORTABILITY** means transfer by an Individual Health Insurance Policyholder (including family cover) of the credit gained for pre-existing conditions and time bound exclusions if he/she chooses to switch from one insurer to another.

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**2.38 PRE-EXISTING DISEASE** means any condition, ailment or injury or related condition(s) for which insured person had signs or symptoms, and/or was diagnosed, and/or received medical advice/treatment within 48 months prior to the first policy issued by the insurer. Any complication arising from pre-existing disease shall be considered as a part of the pre-existing disease.

**2.39 PRE-HOSPITALISATION MEDICAL EXPENSES**

Relevant medical expenses incurred immediately 30 days before the Insured person is hospitalized provided that

- Such medical expenses are incurred for the same condition for which the Insured Person's Hospitalization was required; and
- The In-patient Hospitalization claim for such Hospitalization is admissible by us.

**2.40 POST HOSPITALISATION MEDICAL EXPENSES**

Relevant medical expenses incurred immediately 90 days after the insured person is discharged from the hospital provided that:

- Such Medical expenses are incurred for the same condition for which the Insured Person's Hospitalisation was required; and
- The In-patient Hospitalisation claim for such Hospitalisation is admissible by us.

**2.41 PSYCHIATRIC DISORDER** means clinically significant Psychological or behavioral syndrome that causes significant distress, disability or loss of freedom (and which is not merely a socially deviant behavior or an expected response to a stressful life event) as certified by a Medical Practitioner specialized in the field of Psychiatry after physical examination of the insured person in respect of whom a claim is lodged.

**2.42 PSYCHOSOMATIC DISORDER** means one or more psychological or behavioral problems that adversely and significantly affect the course and outcome of general medical condition or that significantly increase a person's risk of an adverse outcome as certified by a Medical Practitioner specialized in the field of Psychiatry after Physical examination of the insured person in respect of whom a claim is lodged.

**2.43 QUALIFIED NURSE** means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any State in India.

**2.44 REASONABLE AND CUSTOMARY CHARGES**

Reasonable and Customary charges mean the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of illness/injury involved.

**2.45 RENEWAL** defines 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 all waiting periods.

**2.46 ROOM RENT** shall mean the amount charged by a hospital for the Occupancy of a bed on per day (24 hours) basis and shall include associated medical expenses.



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- 2.47 SUM INSURED** is the maximum amount of coverage under this policy opted for all insured persons shown in the schedule.
- 2.48 SURGERY OR SURGICAL PROCEDURE** means manual and /or operative procedure(s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering or prolongation of life, performed in a Hospital or Day Care Centre by a Medical Practitioner.
- 2.49 THIRD PARTY ADMINISTRATOR (TPA)** means any person who is registered under the IRDAI (Third Party Administrators-Health Services) Regulations 2016 notified by the Authority, and is engaged for a fee or remuneration by an insurance company, for the purposes of providing health services as defined in those.
- 2.50 UNPROVEN/EXPERIMENTAL TREATMENT** means any treatment including drug experimental therapy which is not based on established medical practice in India.
- 2.51 WE/OUR/US/COMPANY** means **NATIONAL INSURANCE COMPANY LIMITED**

### 3. ADDITIONAL COVERAGES:

- 3.1 Domiciliary Hospitalisation** means medical treatment for a period exceeding 3 days for such an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances:
- The condition of the patient is such that he/she is not in a condition to be removed to a hospital or
  - The patient takes treatment at home on account of non-availability of room in hospital.
- 3.2 Alternative Treatment-** Subject to the condition that the hospitalisation expenses are admissible only when the treatment has been undergone in:
- Central or State Government AYUSH Hospital; or
  - Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy; or
  - AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion:
    - Having at least 5 in-patient beds;
    - Having qualified AYUSH Medical Practitioner in charge round the clock;
    - Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
    - Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.

Company's Liability for all claims admitted in respect of any/ill insured person/s during the period of insurance shall not exceed the Sum Insured stated in the schedule.



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**3.3 Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit is not applied to specific treatments, such as**

1	Adenoidectomy	21	Haemo dialysis
2	Appendectomy	22	Fissurectomy/Fistulectomy
3	Ascitic/Pleural tapping	23	Mastoidectomy
4	Auroplasty not Cosmetic in nature	24	Hydrocele Surgeries
5	Coronary/Renal Angiography	25	Hysterectomy
6	Coronary angioplasty	26	Inguinal/ventral/mbilical/femoral hernia surgeries
7	Dental Surgery	27	Parental Chemotherapy
8	D&C	28	Polypectomy
9	Excision of cyst/granuloma/lump/tumor	29	Septoplasty
10	Eye Surgery	30	Piles/Fistula Surgeries
11	Fracture including hairline fracture/dislocation	31	Prostate surgeries
12	Radiotherapy	32	Sinusitis surgeries
13	Chemotherapy	33	Tonsillectomy
14	Lithotripsy	34	Liver aspiration
15	Incision and drainage of abscess	35	Sclerotherapy
16	Varicocelectomy	36	Varicose Vein Ligation
17	Wound Suturing	37	All scopies along with biospies
18	FESS	38	Lumbar punture
19	Operations/Micro Surgical operations on the nose, mouth, middle ear/internal ear, tongue, face, tonsils & adenoids , salivary ducts, breast, skin & subcutaneous tissues, digestive tract, female/male sexual organs.	39	Treatment for Age related Macular Degeneration (ARMD) and Intra Vitreal injections for eye disorders other than ARMD also.
20	Approved targeted therapies for treatment of Cancer in day care and on standalone basis. (Immunotherapy – Monoclonal Antibody Cancer treatment on standalone basis).	-	----

This condition will also apply in case of stay in hospital of less than a day provided –

- The treatment is undertaken under General or Local Anesthesia in a hospital/day care Centre in less than a day because of technological advancement and
- Which would have otherwise required hospitalisation of more than a day



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### 3.4 AMBULANCE CHARGES

Ambulance charges are payable up to Rs. 2500 per trip to hospital and/or transfer to another hospital or transfer from hospital to home if medically advised. Taxi and Auto expenses in actual maximum up to Rs. 750 per hospitalisation.

Ambulance charges actually incurred on transfer from one centre to another centre due to non-availability to medical service/medical complication shall be payable in full.

### 3.5 PRE -EXISTING DISEASES/AILMENTS

Pre-existing diseases are covered under the scheme from day one.

### 3.6 CONGENITAL ANOMALIES

Expenses for treatment of congenital internal/external diseases, defects anomalies are covered under the policy

### 3.7 PSYCHIATRIC DISEASES

Expenses for treatment of psychiatric and psychosomatic diseases will be payable with or without hospitalisation up to the sum insured.

### 3.8 ADVANCED MEDICAL TREATMENT

New advanced medical procedures approved by the appropriate authority eg. Laser surgery, stem cell therapy for treatment of a disease is payable on hospitalisation/day care surgery.

### 3.9 Treatments taken for accidents can be payable even on OPD basis in a hospital upto Sum Insured

### 3.10 TAXES AND OTHER CHARGES

All Taxes, Surcharges, Service charges, Registration charges, Admission Charges, Nursing, and Administration charges to be payable.

Charges for diapers and sanitary pads are payable if necessary as part of treatment. Charges for hiring a nurse/attendant during hospitalisation will be payable only in case of recommendation from treating doctor in case ICU/CCU, Neo natal nursing care or any other case where the patient is critical and requiring special care.

### 3.11 Treatment for Genetic disorder and stem cell therapy is covered under the scheme.

### 3.12 Treatment for Age related Muscular Degeneration (ARMD), treatment such as Rotational Field Quantum Magnetic Resonance (RFQMR), Enhanced External Counter Pulsation (EECP) and related treatments are covered under the scheme. Treatment for all neurological/macular degenerative disorders shall be covered under the scheme.

### 3.13 Rental charges for external and/or durable medical equipment used for diagnosis and/or treatment including CPAP, CAPD, Bi-PAP, Infusion pump and related equipment will be covered under the scheme. However, purchase of the above equipment to be subsequently used at home in exceptional cases on medical advice shall be covered.

### 3.14 Ambulatory devices i.e. walker, crutches ,belts, collars, caps ,splints, braces, stockings, elastocrepe bandages, external orthopaedic pads, sub cutaneous insulin pump, Diabetic foot wear, Glucometer (including glucose test strips) /Nebulizer/prosthetic device/Thermometer, alpha/water bed and similar items will be covered under the scheme.

### 3.15 PHYSIOTHERAPY CHARGES: Physiotherapy charges shall be covered for the period specified by the medical practitioner even if taken at home.

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All claims admitted in respect of any/all insured person/s during the period of insurance shall not exceed the sum insured stated in the schedule and Corporate Buffer if allocated.

#### 4. EXCLUSIONS:

The company shall not be liable to make any payment under the policy in respect of any expenses whatsoever incurred by the insured person in connection with or in respect of:

##### 4.1. Investigation & Evaluation

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

##### 4.2. Rest Cure, Rehabilitation and Respite Care

- a) Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
  - i. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
  - ii. Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

##### 4.3. Change-of-Gender Treatments

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.

##### 4.4. Stay in Hospital which is not Medically Necessary.

Stay in hospital which is not medically necessary.

##### 4.5. Self-Inflicted Injury

Treatment for intentional self-inflicted injury, attempted suicide.

##### 4.6. Birth control, Sterility and Infertility

Expenses related to sterility and infertility. This includes: i. Any type of sterilization ii. Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI iii. Gestational Surrogacy iv. Reversal of sterilization

##### 4.7. Refractive Error

Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptries.

##### 4.8. Unproven Treatments

Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

##### 4.9. Drug/Alcohol Abuse

Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof



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#### 4.10. Non Prescription Drug

Drugs not supported by a prescription, private nursing charges, referral fee to family physician, Outstation doctor/surgeon/ consultants' fees and similar expenses (as listed in respective Annexure-I).

#### 4.11. Home Visit Charges

Home visit charges during Pre and Post Hospitalisation of doctor, aya, attendant and nurse.

#### 4.12. Breach of Law

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

4.13 Injury/disease directly or indirectly caused by or attributable to war, invasion, Act of Foreign Enemy, War like operations (whether war be declared or not); Nuclear radiation/weapon/materials.

#### 4.14

- Circumcision unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to an accident.
- Vaccination or Inoculation
- Change of life or cosmetic or aesthetic treatment of any description is not covered.
- Plastic surgery other than as may be necessitated due to an accident or as part of any illness.

4.15 Cost of spectacles and contact lenses, hearing aids, other than Intra-Ocular Lenses and Cochlear Implant.

4.16 Dental treatment or surgery of any kind which are done in a dental clinic and those that are cosmetic in nature.

4.17 Convalescence, rest cure, obesity treatment and its complications including morbid obesity, Venereal disease and use of intoxication drugs/alcohol.

4.18 All expenses arising out of any condition directly or indirectly caused to or associated with Human T Cell Lymphotropic Virus Type III (HTLV – III) or Lymphadenopathy Associated Virus (LAV) or the Mutants Derivative or Variation Deficiency Syndrome or any syndrome of a similar kind commonly referred to as AIDS.

4.19 Charges incurred at hospital/nursing home primarily for diagnosis X ray or laboratory examinations or other diagnostic studies not consistent with diagnosis and treatment of positive existence of any ailment, sickness or injury for which confinement is required at a Hospital/Nursing Home unless recommended by the attending doctor.

4.20 Expenses on vitamins and tonics unless forming part of treatment for injury or diseases as certified the attending physician.

4.21 All non-medical expenses including convenience items for personal comfort such as charges for telephone, television, barber or beauty devices, diet charges, baby food, cosmetics, tissue paper, diapers, sanitary pads, toiletry items and similar incidental expenses unless and otherwise necessitated during the course of treatment.

4.22 Critical illness benefit cover is not covered in the Retiree policy.



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Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
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**4.23 Expenses on purchase of medicine not supported by bills/receipts/cash memos without valid GST Number of the issuer of such bills/receipts/cash memos.**

**4.24 Domiciliary treatment: Any expenses incurred on domiciliary treatment are not covered.**

## 5. Claims Procedure

### A. Claims Administration and Process

It shall be the condition precedent to admission of our Liability under this policy that the terms and conditions of making payment of premium on full or in time in so far as they relate to anything to be done or complied with by you or any Insured Person, are fulfilled including complying with the following in relation to claims ;

1. On the occurrence or discovery of any illness or injury that may give rise to a claim under this policy, the claims procedure set out below shall be followed.
2. The treatment should be taken as per the advice, directions and guidance of the treating medical practitioner. Any failure to follow such advice, directions and guidance will prejudice the claim.
3. The insured person must submit to medical examination by our medical practitioner in case requested by us and at our cost, as often as we consider reasonable and necessary and we/our representatives must be permitted to inspect the medical and hospitalisation records pertaining to the insured person's treatment and to investigate the circumstances pertaining to the claim.
4. We and our representatives must be given all reasonable cooperation in investigating the claim in order to assess our liability and quantum in respect of the claim.

### Notification of Claim

Upon the happening of any event which may give rise to any claim under this policy, the insured or insured's representative shall notify the TPA in writing by letter, email, fax providing all relevant information relating to claim including plan of treatment, policy number etc. within prescribed time limit.

Notification of Claim in case of Cashless facility	TPA must be informed:
In the event of planned hospitalisation	At least 72 hours prior to the insured person's admission to network provider/ PPN hospital
In the event of emergency hospitalisation	Within 24 hours of the insured person's admission to network provider/PPN hospital.

Notification of Claim in case of Reimbursement	TPA must be informed:
In the event of planned hospitalisation	At least 48 hours prior to the insured person's admission to network provider/non network/ PPN hospital
In the event of emergency hospitalisation	Within 48 hours of the insured person's admission to network provider/ non network /PPN hospital.

## B Procedure for cashless claims

1. Cashless facility for treatment shall be available to insured in network hospitals only.
2. Treatment may be taken in a network provider/PPN and is subject to pre authorization by the TPA.  
Booklet containing list of network providers/PPN hospitals shall be provided by the TPA. Updated list of network provider/PPN is available on website of the company (<https://nationalinsurance.nic.co.in/en/health-insurance/city-wise-list-ppn-hospitals>) and the TPA mentioned in the schedule.
3. Call the TPA's toll free phone number provided on the health ID card for intimation of claim and related assistance. Inform the ID number for easy reference.
4. On admission in the network provider/PPN, produce the ID card issued by the TPA at the hospital helpdesk. Cashless request form available with the network provider/PPN and TPA shall be completed and sent to TPA for authorization. Each request for pre authorization must be through duly completed standard pre-authorization format including the following details:
  - I. The health card which the insurer or the associated TPA has issued to the insured person supported with KYC documents;
  - II. The Policy Number;
  - III. Name of the Policy/ Number/Employer;
  - IV. Name and address of insured person/Employee/member in respect of whom the request is being made;
  - V. Nature of the illness/injury and the treatment/surgery required;
  - VI. Name and address of the attending Medical Practitioner;
  - VII. Hospital where the treatment/surgery is proposed to be taken;
  - VIII. Proposed date of admission;
5. If these details are not provided in full or sufficient or are insufficient for the associated TPA to consider the request, the associated TPA will request additional information or documentation in respect of that request.
6. When the associated TPA has obtained sufficient details to access the request, the associated TPA will issue the authorisation letter specifying the specified amount, any specific limitation on the claim, applicable deductibles, and non-payable items if applicable, or We may reject the request for pre-authorization specifying reason for the rejection.
7. The TPA upon getting cashless request form and related medical information from the insured person/network hospital/PPN shall issue pre-authorization letter to the hospital after verification.
8. Once the request for pre-authorization has been granted, the treatment must take place within 15 days of the pre-authorization date at a Network Provider and pre-authorization shall be valid only if all the details of the authorised treatment, including dates, hospitals and locations match with the details of the actual treatment received. For Hospitalisation where Cashless Facility is pre-authorized by the associated TPA, the associated TPA will make the payment of the amounts assessed to be due directly to the Network Provider.
9. In the event that the cost of hospitalisation exceeds the authorised limits as mentioned in the authorisation letter:
  - a. The network provider shall request us for an enhancement of authorization limit as described under section 5.B including details of the specific circumstances which have led to the need for increase in the previously authorised limit. We will verify the eligibility and evaluate the request for enhancement on the availability of further limits.
  - b. We shall accept or decline such request for enhancement of pre-authorized limit for enhancement.



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In the event of any change in the diagnosis, plan of Treatment, cost of Treatment during Hospitalisation to the insured person, the network provider shall obtain a fresh authorisation letter from us in accordance with the process described under 5.B above.

- 10 At the time of discharge, the insured person shall verify and sign the discharge papers and pay for non-medical and inadmissible expenses.
- 11 At the time of discharge:
- The Network Provider may forward a final request for authorisation for any residual amount to the TPA along with the discharges summary and the detailed bill break up in accordance with the process described at 5.B above.
  - Upon receipt of the final authorisation letter from TPA, the insured person may be discharged by the Network Provider.

**Note:** (Applicable to 5 B): Cashless facility for hospitalisation expenses shall be limited exclusively to Medical Expenses incurred for treatment undertaken in a Network Provider/PPN hospital for Illness or Injury/Accident/Critical Illness as the case which may be which are covered under the policy. For all cashless authorizations, the insured person, will in any event be required to settle all non-admissible expenses, expenses above specified Sub Limits (if applicable), Co-Payments and/or opted Deductible (Per Claim/Aggregate/Corporate) (if applicable), directly with the hospital.

- 12 The TPA reserves the right to deny pre-authorisation in case the insured person is unable to provide the relevant medical details. Denial of a pre-authorisation request is in no way to be construed as denial of treatment or denial of coverage. The insured person may get the treatment as per treating doctor's advice and submit the claim documents to the TPA for possible reimbursement.
- 13 Claims for pre hospitalisation and post hospitalisation will be settled on a reimbursement basis on production of cash receipts.

### C. Procedure for reimbursement of claims

In non-network hospitals payment must be made upfront and for reimbursement of claims the insured person may submit the necessary documents to TPA (if claim is processed by TPA)/the bank's office authorised to deal with Health Claims within the prescribed time limit.

For all claims for which Cashless Facilities have not been pre-authorised or for which treatment has not been taken at a Network Provider, We shall be given written notice of the claim along with the following details within the timelines as mentioned for reimbursement claims in B above:

- The Policy Number;
- Name of the Policy Number/Employer;
- Name and address of Insured person/Employee/member in respect of whom the request is being made;
- Health Card, photo ID, KYC documents;
- Nature of illness or injury and the treatment/Surgery taken;
- Name and address of the attending medical practitioner;
- Hospital where treatment/surgery was taken;
- Date of Admission and Date of Discharge;
- Any other information that may be relevant to the Illness/Injury/Hospitalisation;

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- x. Duly completed claim form

**D. Documents**

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

- i. Duly completed claim form
- ii. Photo ID and Age Proof
- iii. Health Card, Policy copy, Photo ID and KYC documents
- iv. Attending medical practitioner's/surgeon's certificate regarding diagnosis/nature of operation performed along with date of diagnosis, investigation test reports etc supported by the prescription from attending medical practitioner
- v. Original discharge card/day care summary/transfer summary
- vi. Original final hospital bill with all original deposit and final payment receipt
- vii. Original invoice with payment receipt and implant stickers for all implants used during surgeries i.e. lens sticker and invoice in cataract surgery, stent invoice and sticker in Angioplasty surgery
- viii. All previous consultation papers indicating history and treatment details for current ailment
- ix. All original diagnostic reports (including imaging and laboratory) along with medical Practitioner's prescription and bill/invoice with receipt from diagnostic centre.
- x. All original medicine/pharmacy bills along with medical practitioner's prescription;
- xi. MLC /FIR copy- in Accidental case only;
- xii. Copy of death summary and copy of death certificate (in death claims only);
- xiii. Pre and post-operative imaging reports-in Accidental cases only;
- xiv. Copy of indoor case papers with nursing sheet detailing medical history of the Insured Person, treatment details and the Insured Person's progress;

**Note**

In the event of a claim lodged as per Settlement under multiple policies clause and the original documents having been submitted to the other insurer, the company may accept the duly certified documents listed under condition 5.C. & 5.D. And claim settlement advice duly certified by the other insurer subject to satisfaction of the company.

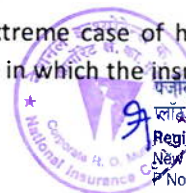
2. Time limit for submission of documents

Type of claim	Time limit for submission of documents to company/TPA
Where Cashless Facility has been authorised	Immediately after discharge.
Reimbursement of hospitalisation and pre-hospitalisation expenses (limited to 30 days)	Within 30 (Thirty) days of date of discharge from hospital
Reimbursement of post hospitalisation expenses (limited to 90 days)	Within 30 (thirty) days from completion of post hospitalisation treatment.

Note: Waiver of this condition may be considered in extreme case of hardship where it is proved to the satisfaction of the Company that under the circumstances in which the insured was placed it was not possible

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for him or any other person to give such notice or file claim within the prescribed time-limit.

3. The insured Person shall also give the TPA/Company such additional information and assistance as the TPA/Company may require in dealing with the claim including an authorisation to obtain Medical and other records from the hospital, lab, etc.
4. All the documents submitted to TPA shall be electronically collected by us for settlement and denial of the claims by the appropriate authority.

#### E. Scrutiny of Claim Documents

- a. The TPA shall scrutinize the claim form and the accompanying documents. Any deficiency in the documents shall be intimated to the Insured Person/Network Provider as the case may be within 7 working days of submission of documents. If the deficiency in the necessary claim documents is not met or are partially met in 10 working days, The TPA will send a maximum of 3 (three) reminders. We may, at our sole discretion, decide to deduct the amount of claim for which deficiency is intimated to the Insured Person and settle the claim if we observe that such a claim is otherwise valid under the Policy.
- b. In case a reimbursement claim is received when a pre-authorization letter has been issued, before approving such a claim, a check will be made with the Network Provider whether the pre-authorization has been utilized as well as whether the Insured Person has settled all the dues with the Network Provider. Once such check and declaration is received from the Network Provider, the case will be processed.
- c. The Pre-Hospitalization Medical Expenses Cover claim and Post-Hospitalization Medical Expenses Cover claim shall be processed only after decision of the main Hospitalization claim.

#### F. Claim Assessment

Insurer will pay the fixed or indemnity amount as specified in the applicable Base of Optional Cover in accordance with the terms of the Policy.

Insurer will assess all admissible claims under the Policy in the following progressive order:

- I. If any Sub Limit on Medical Expenses are applicable as specified in the Policy Schedule/Certificate of Insurance, our liability to make payment shall be limited to the extent of the applicable Sub Limit for that Medical Expense.
- II. Opted Deductible (PreClaim/Aggregate/Corporate), if any, shall be applicable on the amount payable by Us after applying (I), and (ii) above.
- III. Co-Payments if any, shall be applicable on the amount payable by us after applying (i), and (ii).

The Claim amount assessed under Section 5.F (i), (ii) and (iii) will be deducted from the following amounts in the following progressive order after applying Sub Limit.

- a. Sum Insured

#### G. Claim Settlement

1. On receipt of the final document(s), the company shall within a period of 24 (Twenty Four) days offer a settlement of the claim to the insured person.
2. In the cases of delay in the payment, the company shall pay interest from the date of receipt of last necessary document to the date of payment of claim at a rate that is 2% (Two percent) above the bank rate prevalent at the beginning of the financial year in which the claim is paid.
3. However, where the circumstances of a claim warrant an investigation in the opinion of the company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, Insurer shall settle the claim within 45 days from the date of receipt of last necessary document.

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4. In case of delay beyond stipulated 45 days the company shall be liable to pay interest at a rate 2% above the bank rate prevalent at the beginning of the financial year in which the claim is paid, from the date of receipt of last necessary document to the date of payment of claim.
5. The payment of the amount due shall be made by the company, upon acceptance of an offer of settlement as stated above by the insured person, within 7(Seven) days from the date of acceptance of the offer.
6. A claim, which is not covered under the policy cover and conditions, can be rejected.

#### H. Rejection/ Repudiation of Claim

- a. If the company, for any reasons, decides to reject/repudiate –a claim under the policy, we shall communicate to the insured person in writing explicitly mentioning the grounds for rejection/repudiation and within a period of 30 (thirty) days from the receipt of the final document(s) of investigation report (if any), as the case may be. Where a rejection is communicated by the Company, the Insured Person may, is so desired, within 15 days from the date of receipt of the claims decision represent to the Company for reconsideration of the decision.
- b. In case of rejection of claims, it would go through a committee setup of the Bank, Third Party Administrator and National Insurance Co. Ltd. unless rejected by the committee in real time the claim should not be rejected.

#### I. Claim Payment Terms

- I. **We shall have no liability to make payment of a claim under the Policy in respect of an Insured Person once the Sum Insured for that Insured Person is exhausted.**
- II. All claims will be payable in India and in Indian rupees.
- III. We are not obligated to make payment for any claim or that part of any claim that could have been avoided or reduced if the Insured Person could have reasonable minimized the costs incurred, or that is brought about or contributed to by the Insured Person by failing to follow the directions, Medical Advice of guidance provided by a Medical Practitioner.
- IV. The Sum insured opted under the Policy shall be reduced by the amount payable/ paid under the Policy terms and conditions and any optional covers applicable under the Policy and only the balance shall be available as the Sum Insured for the unexpired Policy Period.
- V. If the Insured Person suffers a relapse within 45 days from the date of discharge from the Hospital for which a claim has been made, then such relapse shall be deemed to be part of the same claim and all the limits for "Any one illness" under this Policy shall be applied as if they were under a single claim.
- VI. For Cashless claims, the payment shall be made to the Network Provider whose discharge would be complete and final.
- VII. For Reimbursement claims, the payment shall be made to the Insured person. In the unfortunate event of the Insured person's death, we will pay the Nominee (as named in the Policy Schedule/ Certificate of Insurance) and in case of no Nominee, to the legal heir who holds a succession certificate of indemnity bond to that effect, whichever is available and whose discharge shall be treated as full and final discharge of Our liability under the Policy.
- J. Claims will be managed through the same Office of the Bank from where it is managed at Present. The Third-Party Administrator will be setting up a help desk at that office and supporting the bank in clearing all the claims on real time basis.



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## 6 CONDITIONS

### 6.1 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 Proposer. (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 underwriting the risk)

### 6.2 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.

### 6.3 Communication

- All communication should be made in writing.
- For Policies serviced by TPA, ID card, PPN/Network Provider related issues to be communicated to the TPA at the address mentioned in the Schedule. For claim serviced by the Company, the Policy related issues to be communicated to the Policy issuing office of the Company at the address mentioned in the Schedule.
- Any change of address, state of health or any other change affecting any of the Insured Person, shall be communicated to the Policy issuing office of the Company at the address mentioned in the Schedule.
- The Company or TPA shall communicate to the Proposer/ Insured Person at the address mentioned in the Schedule.

### 6.4 Physical Examination

Any Medical Practitioner authorised by the Company shall be allowed to examine the Insured Person in the event of any alleged illness/injury requiring Hospitalisation when and as often as the same may reasonably be required on behalf of the Company.

### 6.5 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 and the premium paid shall be forfeited. Any amount already paid against claims made under this Policy but which are found fraudulent later shall be repaid by all recipient(s)/policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the Company. For the purpose of this clause, the expression "fraud" means any of the following acts committed by the Insured Person or by his agent or the Hospital/doctor/any other party acting on behalf of the Insured Person, with intent to deceive the Company or to induce the Company to issue an Insurance Policy:

- The suggestion, as a fact of that which is not true and which the Insured Person does not believe to be true;
- The active concealment of a fact by the Insured Person having knowledge or belief of the fact;
- any other act fitted to deceive; and
- any such act or omission as the law specially declares to be fraudulent The Company shall not repudiate the claim and/or forfeit the policy benefits 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 Company.

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**6.6 Territorial Limit**

All medical treatment for the purpose of this policy will have to be taken in India only.

**6.7 Medical expenses incurred under two policy periods**

If the claim event falls within two policy periods, the claim shall be paid taking into consideration the available Sum insured under the expiring policy only. Sum insured of the renewed policy will not be considered for the claim event which has commenced in the expiring policy.

**6.8 Renewal of 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. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- iii. Request for renewal along with requisite premium shall be received by the company before the end of the policy period.
- iv. After the end of the policy period, the policy can be renewed within the Grace Period of 30 days to maintain continuity benefits without break in policy. Cover age is not available during the grace period.
- v. No Loading shall apply on renewals based on individual claims experience.

**6.9 Guideline for Addition of members:-**

**Midterm additions are allowed only for employees retired from their service during currency of the policy subject to intimation received within 30 days.**

**6.10 Cancellation:**

- i. 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 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.
- ii. 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. 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.



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Period of risk	Rate of premium to be charged
Up to 1 month	1/4 of the annual rate
Up to 3 months	1/2 of the annual rate
Up to 6 months	3/4 of the annual rate
Exceeding 6 months	Full annual rate

### 6.11 Territorial Jurisdiction

The All disputes or differences under or in relation to the Policy shall be determined by the Indian court and according to Indian law.

### 6.12 Maintenance of member Records

The Insured shall throughout the period of insurance keep and maintain a proper record of register containing the names of all the Insured persons and other relevant details as are normally kept in any institution/ Organization. The Insured shall declare to the company any additions in the number of Insured persons as and when arising during the period of insurance and shall pay the additional premium as agreed. It is hereby agreed and understood that, this insurance being a Group Policy availed by the Insured covering Members, the benefit thereof would not be available to member who cease to be part of the group for any reason whatsoever.

### 6.13 Low Claim Ratio Discount (Bonus)

Low Claim Ratio Discount at the following scale will be allowed on the total premium at renewal only depending upon the incurred claim ration for the entire group Insured under the Group Medclaim Insurance Policy for the preceding 3 completed years excluding the year immediately preceding the date of renewal where the Group Medclaim Insurance Policy has not been in force for 3 completed years, such shorter period of completed years excluding the year immediately preceding the date of renewal will be taken in to account.

Incurring Claim Ratio under the Policy	Discount
Above 70%	Nil
66-70%	2.50%
61-65%	5%
56-60%	10%
51-55%	15%
41-50%	25%
31-40%	35%
21-30%	40%
Not exceeding 20%	50%



नेशनल इन्श्योरेन्स कम्पनी लिमिटेड  
National Insurance Company Limited  
CIN : U10200WB1906G01001713  
IRDA Registration No. 58

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पंजीकृत एवं प्रधान कार्यालय : परिसर क्रमांक 18-3074,  
रजिस्टर्ड & हेड ऑफिस : प्रेमिस नं. 18-3074, प्लॉट नं. CBD-81,  
New Town, Kolkata 700 156 West Bengal  
P No : 033- 22831705-06 Fax : 033-22831712  
email : website.administrator@nic.co.in

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

Applicable to Receipts and Policies : In case of dishonour of Cheque / DD for Premium, the Policy / Receipt stands cancelled "ABINITIO".

### 6.14 Arbitration

If any dispute or difference shall arise as to the quantum to be paid under 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 or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of 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.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the company has disputed or not accepted liability under or in respect of this policy.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this policy that award by such arbitrator/arbitrators of the amount of the loss or damage shall be first obtained.

### 6.15 Disclaimer

If the company shall disclaim liability to the Insured Person for any claim hereunder and if the Insured Person shall not within twelve (12) calendar months from the date of receipt of the notice of such disclaimer notify the Company in writing that he does not accept such disclaimer and intends to recover his claim from the Company, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

### 6.16 IRDA Regulations

This policy is subject to Provisions of Insurance Act, 1938, IRDAI (health Insurance) Regulations 2016 and IRDA (protection of policyholder's interest) Regulations 2017 as amended from time to time.

### 6.17 Grievance Redressal

In case of any grievance the insured person may contact the company through  
Website: <https://nationalinsurance.nic.co.in/>

Post: National Insurance Co. Ltd.,  
Premises No. 18-0374, Plot no. CBD-81, Rajarhat,  
New Town, Kolkata – 700156  
Toll free: 1800 345 0330  
CRM Dept., E-mail: customer.relations@nic.co.in  
Phone : (033) 2283 1742

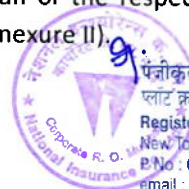
Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer (Office in-Charge) at that location.

For updated details of grievance officer, kindly refer the link: <https://nationalinsurance.nic.co.in/>

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 (Annexure II).

नेशनल इन्श्योरेंस कम्पनी लिमिटेड  
National Insurance Company Limited  
CIN : U10200WB1906GD1001713  
IRDA Registration No. 58



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

#### 6.18 Revision of Terms of the Policy Including the Premium Rates

The Company, with prior approval of IRDAI, may revise or modify the terms of the Policy including the premium rates. The insured person shall be notified three months before the changes are effected.

#### 6.19 Withdrawal of Policy

In the likelihood of this product being withdrawn in future, the company will intimate the insured person about the same 90 days prior to expiry of the policy.

Insured person will have the option to migrate to similar health insurance product available with the company at the time of renewal with all the accrued continuity benefits such as waiver of Waiting Period as per IRDAI guidelines, provided the policy has been maintained without a break.

- 1) "Policy Issuing Office: Mumbai"
- 2) " Consolidated Stamp Duty deposited as per the order of Government of India

For National Insurance Co Ltd  
  
 Authorised Signatory



नेशनल इन्श्योरन्स कम्पनी लिमिटेड  
 National Insurance Company Limited  
 CIN : U10200WB1906GG01001713  
 IRDA Registration No. 58

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पंजीकृत एवं प्रधान कार्यालय : परिसर क्रमांक 18-3074,  
 प्लॉट क्रमांक सोबीटो-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
 Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
 New Town, Kolkata 700 156, West Bengal  
 P No : 033- 22831705-06 Fax : 033-22831712  
 email : website.administrator@nic.co.in

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

Applicable to Receipts and Policies : In case of dishonour of Cheque / DD for Premium, the Policy / Receipt stands cancelled "ABINITIO".

**Annexure I**

List I – List of which coverage is not available in the policy	
Sl	Item
1	BABY FOOD
2	BABY UTILITIES CHARGES
3	BEAUTY SERVICES
4	BELTS BRACES
5	BUDS
6	COLD PACK.HOT PACK
7	CARRY BAGS
8	EMAIL / INTERNET CHARGES
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)
10	LEGGINGS
11	LAUNDRY CHARGES
12	MINERAL WATER
13	SANITARY PAD
14	TELEPHONE CHARGES
15	GUEST SERVICES
16	CREPE BANDAGE
17	DIAPER OF ANY TYPE
18	EYELET COLLAR
19	SLINGS
20	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES
21	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED
22	Television Charges
23	SURCHARGES
24	ATTENDANT CHARGES
25	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)
26	BIRTH CERTIFICATE
27	CERTIFICATE CHARGES
28	COURIER CHARGES
29	CONVEYANCE CHARGES
30	MEDICAL CERTIFICATE
31	MEDICAL RECORDS
32	PHOTOCOPIES CHARGES
33	MORTUARY CHARGES
34	WALKING AIDS CHARGES
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)
36	SPACER
37	SPIROMETRE
38	NEBULIZER KIT
39	STEAM INHALER
40	ARMSLING
41	THERMOMETER
42	CERVICAL COLLAR
43	SPLINT
44	DIABETIC FOOT WEAR
45	KNEE BRACES (LONG/ SHORT / HINGED)
46	KNEE IMMOBILIZER SHOULDER IMMOBILIZER
47	LUMBO SACRAL BELT
48	NIMBUS BED OR WATER OR AIR BED CHARGES
49	AMBULANCE COLLAR
50	AMBULANCE EQUIPMENT
51	ABDOMINAL BINDER
52	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES
53	SUGAR FREE Tablets
54	CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)
55	ECG ELECTRODES
56	GLOVES
57	NEBULISATION KIT
58	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]
59	KIDNEY TRAY
60	MASK
61	OUNCE GLASS
62	OXYGEN MASK
63	PELVIC TRACTION BELT
64	PAN CAN
65	TROLLY COVER
66	URMETER, URINE JU'G
67	AMBULANCE
68	VASOFIX SAFETY
List II – Items that are to be subsumed into Room Charges	
Sl	Item
1	BABY CHARGES (UNLESS SPECIFIED INDICATED)
2	HAND WASH
3	SHOE COVER
4	CAPS

5	CRADLE CHARGES
6	COMB
7	EAU-DE-COLOGNE ROOM FRESHNERS
8	FOOT COVER
9	GOWN
10	SLIPPERS
11	TISSUE PAPER
12	TOOTH PASTE
13	TOOTH BRUSH
14	BED PAN
15	FACE MASK
16	FLEXI MASK
17	HAND HOLDER
18	SPUTUM CUP
19	DISINFECTANT LOTIONS
20	LUXURY TAX
21	HVAC
22	HOUSE KEEPING CHARGES
23	AIR CONDITIONER CHARGES
24	IM IV INJECTION CHARGES
25	CLEAN SHEET
26	BLANKET WARMER BLANKET
27	ADMISSION KIT
28	DIABETIC CHART CHARGES
29	DOCUMENTATION CHARGES / ADMINISTRATIVE EXPENSES
30	DISCHARGE PROCEDURE CHARGES
31	DAILY CHART CHARGES
32	ENTRANCE PASS / VISITORS PASS CHARGES
33	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE
34	FILE OPENING CHARGES
35	INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED)
36	PATIENT IDENTIFICATION BAND / NAME TAG
37	PULSE OXYMETER CHARGES

List III – Items that are to be subsumed into Procedure Charges	
Sl	Item
1	HAIR REMOVAL CREAM
2	DISPOSABLES RAZORS CHARGES (for site preparations)
3	EYE PAD
4	EYE SHEILD
5	CAMERA COVER
6	DVD, CD CHARGES
7	GAUSE SOFT
8	GAUZE
9	WARD AND THEATRE BOOKING CHARGES
10	ARTHROSCOPY AND ENDOSCOPY INSTRUMENTS
11	MICROSCOPE COVER
12	SURGICAL BLADES, HARMONICSCALPEL,SHAVER
13	SURGICAL DRILL
14	EYE KIT
15	EYE DRAPE
16	X-RAY FILM
17	BOYLES APPARATUS CHARGES
18	COTTON
19	COTTON BANDAGE
20	SURGICAL TAPE
21	APRON
22	TORNIQUET
23	ORTHOBUNDLE, GYNAEC BUNDLE

List IV – Items that are to be subsumed into costs of treatment	
Sl	Item
1	ADMISSION REGISTRATION CHARGES
2	HOSPITALISATION FOR EVALUATION: DIAGNOSTIC PURPOSE
3	URINE CONTAINER
4	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES
5	BIPAP MACHINE
6	CPAP CAPD EQUIPMENTS
7	INFUSION PUMP- COST
8	HYDROGEN PEROXIDE SPIRIT/ DISINFECTANTS ETC
9	NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES
10	HIV KIT
11	ANTISEPTIC MOUTHWASH
12	LOZENGES
13	MOUTH PAINT
14	VACCINATION CHARGES
15	ALCOHOL SWABES
16	SCRUB SOLUTION-STERILLIUM
17	Glucometer & Strips
18	URINE BAG

नेशनल इन्श्योरेंस कम्पनी लिमिटेड  
National Insurance Company Limited  
CIN : U10200WB1906G01001713  
IRDA Registration No. 58



प्लॉट क्रमांक सीबीडी-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
New Town, Kolkata 700 156, West Bengal  
P No : 033-22831705-06 Fax : 033-22831712  
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The contact details of the Insurance Ombudsman offices are as below -Annexure II

Areas of Jurisdiction	Office of the Insurance Ombudsman
Gujarat , UT of Dadra and Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380 014. Tel.: 079 - 27546150 / 27546139 Fax: 079 - 27546142 Email: <a href="mailto:bimalokpal_ahmedabad@ecoi.co.in">bimalokpal_ahmedabad@ecoi.co.in</a>
Karnataka	Office of the Insurance Ombudsman, JeevanSoudhaBuilding,PID No. 57-27- N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: <a href="mailto:bimalokpal_bengaluru@ecoi.co.in">bimalokpal_bengaluru@ecoi.co.in</a>
Madhya Pradesh and Chhattisgarh	Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003 Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: <a href="mailto:bimalokpal_bhopal@ecoi.co.in">bimalokpal_bhopal@ecoi.co.in</a>
Odisha	Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: <a href="mailto:bimalokpal_bhubaneswar@ecoi.co.in">bimalokpal_bhubaneswar@ecoi.co.in</a>
Punjab , Haryana, Himachal Pradesh, Jammu and Kashmir, UT of Chandigarh	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel. 0172 - 2706196 / 2706468 Fax. 0172 - 2708274 Email: <a href="mailto:bimalokpal_chandigarh@ecoi.co.in">bimalokpal_chandigarh@ecoi.co.in</a>
Tamil Nadu, UT– Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel. 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: <a href="mailto:bimalokpal_chennai@ecoi.co.in">bimalokpal_chennai@ecoi.co.in</a>
Delhi	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002 Tel. 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email <a href="mailto:bimalokpal_delhi@ecoi.co.in">bimalokpal_delhi@ecoi.co.in</a>
Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Office of the Insurance Ombudsman, JeevanNivesh, 5th Floor, Nr Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM) Tel. 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email <a href="mailto:bimalokpal_guwahati@ecoi.co.in">bimalokpal_guwahati@ecoi.co.in</a>
Andhra Pradesh, Telangana and UT of Yanam – a part of the UT of Pondicherry	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel. 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: <a href="mailto:bimalokpal_hyderabad@ecoi.co.in">bimalokpal_hyderabad@ecoi.co.in</a>
Rajasthan	Office of the Insurance Ombudsman, JeevanNidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005 Tel 0141 - 2740363 Email: <a href="mailto:bimalokpal_jaipur@ecoi.co.in">bimalokpal_jaipur@ecoi.co.in</a>
Kerala , UT of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp Cochin Shipyard, M. G Road, Ernakulam - 682 015 Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: <a href="mailto:bimalokpal_ernakulam@ecoi.co.in">bimalokpal_ernakulam@ecoi.co.in</a>
West Bengal, UT of Andaman and Nicobar Islands, Sikkim	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072 Tel. 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: <a href="mailto:bimalokpal_kolkata@ecoi.co.in">bimalokpal_kolkata@ecoi.co.in</a>
Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.	Office of the Insurance Ombudsman, 6th Floor, JeevanBhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001 Tel. 0522 - 2231330 / 2231331 Fax 0522 - 2231310 Email <a href="mailto:bimalokpal_lucknow@ecoi.co.in">bimalokpal_lucknow@ecoi.co.in</a>
Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane	Office of the Insurance Ombudsman, 3rd Floor, JeevanSevaAnnexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: <a href="mailto:bimalokpal_mumbai@ecoi.co.in">bimalokpal_mumbai@ecoi.co.in</a>
State of Uttaranchal and the following Districts of Uttar Pradesh Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oranaya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur	Office of the Insurance Ombudsman, BhagwanSahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautambuddh Nagar, U.P-201301 Tel.: 0120-2514250 / 2514251 / 2514253 Email: <a href="mailto:bimalokpal_noida@ecoi.co.in">bimalokpal_noida@ecoi.co.in</a>
Bihar, Jharkhand	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Email: <a href="mailto:bimalokpal_patna@ecoi.co.in">bimalokpal_patna@ecoi.co.in</a>
Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region	Office of the Insurance Ombudsman, JeevanDarshan Bldg , 3rd Floor, C. T.S No.s 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030 Tel : 020 - 32341320 Email: <a href="mailto:bimalokpal_pune@ecoi.co.in">bimalokpal_pune@ecoi.co.in</a>

नॅशनल इन्शुरेन्स कम्पनी लिमिटेड  
National Insurance Company Limited  
CIN : U10200WB1906G01001713  
IRDA Registration No. 58



पंजीकृत एवं प्रबन्धन कार्यालय : बंगलूर, क्रमांक 18-3074  
प्लॉट क्रमांक सीबीडी-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
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पॉलिसी अनुसूची/ Policy Schedule-GroupMediclaim-Tailormade	
पॉलिसी संख्या / <b>Policy Number:</b> <b>251100502410000233</b>	व्यवसाय स्रोत/ <i>Business Source:</i> 251100
जारीकर्ता कार्यालय/ <b>Issuing Office</b> कार्यालय कोड/ <i>Office Code:</i> 251100 कार्यालय पता/ <i>Office Address:</i> MUMBAI LARGE CBO UNIT IInd Floor, National Insurance Building,, 14, Jamshedji Tata Road,,Churchgate - 400020. राज्य कोड/ <b>State Code:</b> 27 , Maharashtra जीएसटीएन/ <b>GSTIN:</b> 27AAACN9967E1Z3 संपर्क संख्या/ <i>Contact Number:</i> 22 22036054 मोबाइल संख्या / <i>Mobile Number:</i> 0	विक्रय चैनल विवरण/ <b>Sales Channel Details</b> कोड/ <i>Code:</i> 251100 नाम/ <i>Name:</i> Mumbai-1 Corporate Business Office (CBO) संपर्क संख्या/ <i>Contact Number:</i> 0  <b>Customer Care Toll Free Number:</b> <b>1800 345 0330</b> <b>email:customer.support@nic.co.in</b>



ग्राहक का नाम /Customer Name: PUNJAB NATIONAL BANK - RETIRES	ग्राहक आईडी /Customer ID: 9701926962	पैन /PAN: *****5G
पता/ Address: SECTOR 10, PLOT NO. 4 DWARKA, शहर/City: SOUTH WEST DELHI - DISTRICT OT, जिला/District: SOUTH WEST DELHI, राज्य/State: DELHI, पिन/PIN: 110075.	आधार /AADHAR: फोन /Phone: *****88	
सेल/Cell: *****88	ई-मेल /E-Mail:	

पॉलिसी: 01/11/2024 के 00:00 से 31/10/2025 की मध्य रात्रि तक प्रभावी /**Policy Effective from 00:00 hours, on 01/11/2024 to midnight of 31/10/2025**

प्रीमियम/ Premium	₹10,35,43,940.00	कवर नोट संख्या और तिथि / Cover Note Number and Date	लागू नहीं /NA
Less:Digital Discount	₹ 0.00		
Total Premium	₹ 10,35,43,940.00		
सीजीएसटी/CGST	₹ 0.00		
एसजीएसटी/यूटीजीएसटी / SGST/UTGST	₹ 0.00	प्रस्ताव संख्या और तिथि/ Proposal Number and Date	8800241121074551 दिनांक/Dt. 21/11/2024
आईजीएसटी/IGST	₹ 1,86,37,909.00		
कम:जीएसटी_टीडीएस / Less:GST_TDS	₹ 0.00		
वसूली योग्य योग्य स्टाम्प ड्यूटी /Recoverable Stamp Duty	₹ 0.00	रसीद संख्या और तिथि/ Receipt Number and Date	251100812410002491 दिनांक/Dt. 21/11/2024
कुल राशि / <b>Total Amount</b>	₹ 12,21,81,849.00	पिछली पॉलिसी संख्या और समाप्ति तिथि / Previous Policy Number and Expiry Date	लागू नहीं /NA

(रूपए/Rupees Twelve Crore Twenty One Lakh Eighty One Thousand Eight Hundred Forty Nine केवल/Only.)

Co- बीमा विवरण/ Insurance Details:	एनआईसी/NIC 77.50%,NIA - MUMBAI - 120400 10.00%,OIC - CBO2 - Mumbai - 590000 12.50%.
*सरकारी सब्सिडी Government Subsidy:	₹ 0.00

**LocationAddress:**

1)INDIA,,Mumbai,Greater Mumbai,Maharashtra,400001.

**Number of families:**3025 **Number of Lives covered:** 5320

SL. No	Coverage	Coverage Description	Sum Insured
1	Standard Cover	RETIREE TOP UP FLOTTER POLICY	92,77,00,000.00
Additional Information: NA			

**TPA Details:** HERITAGE HEALTH TPA PVT LTD - MUMBAI MBRO I, Champion Building, Ground Floor, 15 Parsi Panchayat Road, Andheri East, Mumbai 400069 - 400069 Contact No : 22 - 28232503 Fax : 022 - 66716299 Email : heritagemumtpa@bajoria.in.

<b>Clauses</b>	<b>As per Annexure I</b>
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पॉलिसी अनुसूची/ Policy Schedule-GroupMediclaim-Tailormade	
पॉलिसी संख्या / <b>Policy Number:</b> <b>251100502410000233</b>	व्यवसाय स्रोत/ <i>Business Source:</i> 251100
जारीकर्ता कार्यालय/ <b>Issuing Office</b> कार्यालय कोड/ <i>Office Code:</i> 251100 कार्यालय पता/ <i>Office Address:</i> MUMBAI LARGE CBO UNIT IInd Floor, National Insurance Building,, 14, Jamshedji Tata Road,, Churchgate - 400020. राज्य कोड/ <b>State Code:</b> 27 , Maharashtra जीएसटीएन/ <b>GSTIN:</b> 27AAACN9967E1Z3 संपर्क संख्या/ <i>Contact Number:</i> 22 22036054 मोबाइल संख्या / <i>Mobile Number:</i> 0	विक्रय चैनल विवरण/ <b>Sales Channel Details</b> कोड/ <i>Code:</i> 251100 नाम/ <i>Name:</i> Mumbai-1 Corporate Business Office (CBO) संपर्क संख्या/ <i>Contact Number:</i> 0  <b>Customer Care Toll Free Number:</b> <b>1800 345 0330</b> <b>email:customer.support@nic.co.in</b>



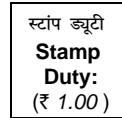
#### FINANCIER DETAILS

टिप्पणियां/ <b>Remarks:</b> RETIREES TOP UP POLICY 1. Retiree Base policy number is 251100502410000232 2. Sum Insured for Group Health Insurance on Family Floater Basis: Top up policy is only available to Retiree Award Staff who opted Rs. 3 lakhs and Retiree Officer who opted Rs. 4 lakhs Sum Insured in Base Policy. Award Staff can opt for Rs. 2 lakhs to Rs. 4 lakhs in Top-up Policy; Officers can avail Rs. 2 lakhs to Rs. 5 lakhs Sum Insured in Top-up Policy. 3. Data: As per annexure attached. 4. Domiciliary Treatment Expenses are not covered under Top up policy. 5. Pre-post Hospitalization stands covered under Top up Policy subject to Policy terms and conditions.
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जिसकी गवाही में **21/November/2024** को उपरोक्त उल्लिखित कार्यालय पते पर अधोहस्ताक्षरी को विधिवत अधिकृत किया जा रहा है उसके हाथ निर्धारित किए जाएं। यह अनुसूची, संलग्न पॉलिसी, खण्ड, पृष्ठांकन और पॉलिसी शब्दों, जो कंपनी वेबसाईट <https://nationalinsurance.nic.co.in> पर उपलब्ध है, को एक अनुबंध के रूप में एक साथ पढ़ा जाए तथा कोई भी शब्द या अभिव्यक्ति जिसके लिए यह विशिष्ट अर्थ पॉलिसी या अनुसूची के किसी भी हिस्से में संलग्न किया गया हो, एक ही अर्थ वहन करेगा चाहे जहाँ भी उल्लिखित हो। यह आश्वासन दिया जाता है कि प्रीमियम चेक की अस्वीकृति के मामले में, यह दस्तावेज स्वतः आरंभ से ही निरस्त मानी जाएगी । **IN WITNESS WHEREOF, the undersigned being duly authorized hereunto set his/ her hand at the office address mentioned above, this 21/November/2024. This schedule, the attached policy, the clauses, the endorsements and policy wordings as available in the website <https://nationalinsurance.nic.co.in> shall be read together as one contract and any word or expression to which the specific meaning has been attached in any part of this policy or of the schedule shall bear the same meaning wherever it may appear. It is warranted that IN CASE OF DISHONOUR OF THE PREMIUM CHEQUE, THIS DOCUMENT STANDS AUTOMATICALLY CANCELLED 'AB-INITIO'**

इंश्योरेंसइंडियालिमिटेड ओम्बड्समैन का विवरण/Ombudsman Details: Office of the Insurance Ombudsman,3rd Floor, Jeevan Seva Annexe , S. V. Road, Santacruz (W),Mumbai - 400 054.  
Tel.: 69038821 / 23 / 24 / 25 /26 /27 / 28 /29 /30/31  
Email: bimalokpal.mumbai@cioins.co.in

Office of theInsurance Ombudsman,Jeevan Darshan Bldg., 3rd Floor, CT.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030.  
Tel.: 020-41312555  
Email: bimalokpal.pune @cioins.co.in



कृते नेशनल इन्श्योरेंस कंपनी लिमिटेड/  
**For and on behalf of National Insurance Company Limited**  
अधिकृत हस्ताक्षरकर्ता/ **Authorized Signatory**



## टैक्स इनवॉयस/TAX INVOICE

इनवॉयस क्र.सं./Invoice Serial No: 30154H4CE0000233

इनवॉयस तिथि/Invoice Date: 21/11/2024

## आपूर्तिकर्ता का विवरण/Details of Supplier:

नेशनल इन्श्योरेन्स कंपनी लिमिटेड/National Insurance Company Limited.,  
MUMBAI LARGE CBO UNIT IIInd Floor, National Insurance Building,,14, Jamshedji Tata Road,,Churchgate - 400020  
राज्य/State : 27 , Maharashtra  
जीएसटीआएन नंबर/  
GSTIN No : 27AAACN9967E1Z3

## प्राप्तकर्ता का विवरण/Details Of Receiver : PUNJAB NATIONAL BANK - RETIREES

पता/Address : SECTOR 10, PLOT NO. 4 DWARKA  
शहर/City : SOUTH WEST DELHI - DISTRICT OT,  
जिला/District: SOUTH WEST DELHI,  
राज्य/State: DELHI,  
पिन/PIN: 110075.

आपूर्ति का स्थान/Place Of Supply State : Delhi

राज्य कोड/State Code : 7

जीएसटीआईएन नंबर/GSTIN No : 07AAACP0165G1ZR

सैक कोड/SAC Code	सेवा का विवरण/Description of Service	कुल/Total(₹)	छूट/Disco unt	टैक्स योग्य/मूल्य/Taxable Value(₹)	सीजीएसटी की राशि/CGST		एसजीएसटी/यूटीजीएसटी/SGST/UTGST		आईजीएसटी/IGST		Kerala Flood Cess
					दर/Rate	राशि/Amount(₹)	दर/Rate	राशि/Amount(₹)	दर/Rate	राशि/Amount(₹)	राशि/Amount(₹)
997133	Accident and health insurance services	10,35,43,940	0%	10,35,43,940	0%	0	0%	0	18%	1,86,37,909	0
<b>TOTAL</b>		10,35,43,940		10,35,43,940		0		0		1,86,37,909	0

कुल इनवॉयस मूल्य (अंकों में )Total Invoice Value (In figures) : ₹ 12,21,81,849

कुल इनवॉयस मूल्य (शब्दों में)Total Invoice Value (In words) : रूपए/Rupees Twelve Crore Twenty One Lakh Eighty One Thousand Eight Hundred Fourty Nine केवल/Only.

रिवर्स चार्ज के अधीन टैक्स की राशि/ Amount of Tax Subject to Reverse Charge : No

## E.&amp;.O.E

कृते नेशनल इन्श्योरेन्स कंपनी लिमिटेड/

For and on behalf of National Insurance Company Limited

अधिकृत हस्ताक्षरकर्ता/ Authorized Signatory



## Part – II

### 1 RECITAL CLAUSE

1.1 Whereas the Proposer designated in the Schedule hereto has by a proposal together with declaration, which shall be the basis of this Contract and is deemed to be in corporate herein, has applied to National Insurance Company Ltd. (hereinafter called the Company), for the insurance hereinafter set forth, in respect of person(s) named in the Schedule hereto (hereinafter called the Insured Persons) and has paid the premium as consideration for such insurance.

### 1.2 OPERATIVE CLAUSE

The Company undertakes that if during the Policy Period stated in the Schedule, any Insured Person(s) shall suffer any illness or disease (hereinafter called Illness) or sustain any bodily injury due to an Accident (hereinafter called Injury), requiring Hospitalisation of such Insured Person(s), for In-Patient Care at any hospital/nursing home (hereinafter called Hospital) or for Day Care Treatment at any Day Care Center, following the Medical Advice of a duly qualified Medical Practitioner, the Company shall indemnify the Hospital or the Insured, Reasonable and Customary Charges incurred for Medically Necessary Treatment towards the Coverage mentioned herein.

Provided further that, the amount payable under the Policy in respect of all such claims during the Policy Period shall be subject to the coverage, terms, exclusions, conditions, definitions and sub-limits contained herein as well as shown in the following sections, and shall not exceed the floater Sum Insured in respect of insured person(s) covered under the policy.

#### **Important:**

1. Claim shall be admissible for the hospitalisation during which the cumulative medical expenses in respect of hospitalisation(s) of any insured person in policy period exceeds the base Sum insured for all subsequent hospitalisation(s) during the policy period.
2. For claims admissible under the policy (after Medical Expenses exceeds the base Sum Insured) Coverage mentioned in both Section 1.3 and Section 3 shall be payable.
3. Maximum liability of the Company under the policy for all admissible claims during the policy period shall be floater sum insured opted.
4. The insured shall preserve and submit all original documents and/or certified copies of documents related to all hospitalisation(s) during the policy period to enable the company to calculate the cumulative medical expenses and base Sum Insured, for determining admissibility and payment of claims.

### **1.3 BASIC COVER:**

1.3.1 In the event of any claim becoming admissible under this scheme, the company will pay to the Hospital/Nursing Home or Insured Person the amount of such expenses as would fall under different heads mentioned below and as are reasonably and medically necessary incurred thereof by or on behalf of such insured person but not exceeding the Sum Insured in aggregate mentioned in the Schedule hereto.



नेशनल इन्श्योरेन्स कम्पनी लिमिटेड  
National Insurance Company Limited  
CIN : U10200WB1906G01001713  
IRDA Registration No. 58



पंजीकृत एवं प्रधान कार्यालय : परिसर क्रमांक 18-3074,  
प्लॉट क्रमांक सीबीडी-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
New Town, Kolkata 700 156, West Bengal  
P No : 033- 22831705-06 Fax : 033-22831712  
email : website.administrator@nic.co.in

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

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- A) Room and boarding expenses as provided by the Hospital/Nursing Home not exceeding per day limit as mentioned in the Schedule or the actual amount whichever is less.
- B) Intensive care Unit (ICU) expenses not exceeding per day limit as mentioned in the Schedule or actual amount whichever is less.
- C) Surgeon, team of surgeons, Assistant surgeon, Anesthetist, Medical Practitioner Consultants, Specialists Fees.
- D) Nursing Charges, Service Charges, IV Administration Charges, Nebulization Charges, RMO Charges, Aesthetic, Oxygen, Blood, Operation Theatre Charges, surgical appliances, OT Consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, Cost of Prosthetic devices implanted during surgical procedure like pacemaker, Defibrillator Ventilator, Orthopedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses, infra cardiac valve replacements, vascular stents, any other valve replacement, Laboratory/Diagnostic tests, X-ray CT Scan, MRI, any other scan and such similar expenses that are medically necessary, or incurred during hospitalization as per the advice of the attending doctor.
- E) Hospitalization expenses (excluding cost of organ) incurred on donors in respect of organ transplant to the insured.

**1.3.2 Pre-Hospitalization and Post- Hospitalization Expenses –** Medical Expenses relevant to the same condition for which the hospitalization is required incurred during the period up to 30 days prior to hospitalization and during the period up to 90 days after the discharge from the hospital. These expenses are admissible only if the primary hospitalization claim is admissible under the policy.

## 2. Definitions:

### Standard Definitions:

- 2.1 Accident-**An accident is a sudden, unforeseen, and involuntary event caused by external, visible and violent means.
- 2.2 ALTERNATIVE TREATMENTS-**Alternative treatments are forms of treatment other than treatment "Allopathic" or "Modern medicine" and includes Ayurveda, Unani, Siddha, Naturopathy and Homeopathy in the Indian context.
- 2.3 ANY ONE ILLNESS** will be deemed to mean continuous period of illness and it includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment has been taken.
- 2.4 CANCELLATION** defines the terms on which the policy contract can be terminated either by the insurer or the insured person by giving sufficient notice to others which is not lower than a period of fifteen days.
- 2.5 CASHLESS FACILITY** means a facility extended by the insurer to the insured where the payment of the costs of treatment undergone by the insured in accordance with the policy terms and conditions, are directly made to the network provider by the insurer to the extent pre – authorization approved.
- 2.6 CONGENITAL ANOMALY** refers to a condition(s) which is present since birth and which is abnormal with reference to form, structure or position.
1. **Internal Congenital Anomaly -**  
Which is not in the visible and accessible parts of the body.
  2. **External Congenital Anomaly -**  
Which is in the visible and accessible parts of the body.



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**2.7 CONDITION PRECEDENT** shall mean a policy term or condition upon which the Insurer's liability under the policy is conditional.

**2.8 CONTINUOUS COVERAGE** means uninterrupted coverage of the insured person under our Individual Health Insurance Policies or Family Floater policy from the time the coverage incepted under the policy, provided a break in the insurance period not exceeding thirty days being grace period shall not be reckoned as an interruption in coverage for the purposes of this clause. In case of change in Sum Insured during such uninterrupted coverage, the lowest sum insured would be reckoned for determining continuous coverage.

However, the benefit of Continuous Coverage getting carried over from other policies will not be available for HIV/AIDS coverage.

**2.9 DAY CARE CENTRE** means any institution established for day care treatment of illness and/or injuries or a medical set – up within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under:

- a. Has qualified nursing staff under its employment.
- b. Has qualified Medical practitioner(s) in charge
- c. Has a fully equipped operation theatre of its own where surgical procedures are carried out.
- d. Maintains daily records of patients and will make these accessible to the Insurance Company's authorized personnel.

**2.10 DAY CARE TREATMENT**-Day Care Treatment means the medical treatment and / or surgical procedure which is-

- i) Undertaken under General or Local Anaesthesia in a hospital/day care centre in less than 24 hours because of technological advancement and
- ii) Which would have otherwise required a hospitalization of more than 24 hours. Treatment normally taken on an outpatient basis is not included in the scope of this definition.

**2.11 DEDUCTIBLE** is a cost sharing requirement under a Health Insurance Policy that provides that the Insurer will not be liable for a specified rupee amount in case of Indemnity policies and for a specified number of days/hours in case of hospital cash policies which will apply before any benefits are payable by the insurer. A deductible does not reduce the sum insured.

**2.12 DENTAL TREATMENT** means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.

**2.13 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.

**2.14 EMERGENCY CARE** means management for a severe illness or 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.

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- 2.15 EMERGENCY DENTAL TREATMENT** means the services or supplies provided by a Licensed dentist, Hospital or other provider that are medically and immediately necessary to treat dental problems resulting from injury. However, this definition shall not include any treatment taken for a pre-existing condition.
- 2.16 EMERGENCY MEDICAL TREATMENT** means the services or supplies provided by a Physician, Hospital or Licensed provider that are medically necessary to treat any illness or other covered condition that is acute (onset is sudden and unexpected), considered life threatening and one which if left untreated, could deteriorate resulting in serious and irreparable harm.
- 2.17 GRACE PERIOD** means the specified period of time immediately following the premium due date during which a payment can be made to renew or continue a policy in force without loss of continuity benefits such as waiting periods and coverage of pre-existing diseases. Coverage is not available for the period for which no premium is received.
- 2.18 HOSPITAL/NURSING HOME** means any institution established for in-patient care and day care treatment of illness and/or 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 the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:
- Has qualified nursing staff under its employment round the clock.
  - Has at least 10 in-patient beds in towns having a population of less than 10 Lacs and at least 15 in-patient beds in all other places.
  - Has a qualified medical Practitioner(s) in charge round the clock.
  - Has a fully equipped Operation Theatre of its own where surgical procedures are carried out.
  - Maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.

The term 'Hospital/Nursing Home' shall not include an establishment which is a place of rest, a place for the aged, a place for drug-addicts or a place for alcoholics, a hotel or a similar place.

For Ayurveda, Unani, Siddha, Naturopathy and Homeopathy treatment, hospitalisation expenses are admissible only when the treatment has been undergone in a hospital as defined in clause 3.2 below.

### 2.19 HOSPITALISATION

Means admission in a Hospital/Nursing Home for a minimum period of 24 In-patient care consecutive "In-patient care" hours except for the specified day care procedures/treatments, where such admission could be for a period of less than 24 consecutive hours.

For the list of these specified day care procedures/treatments, please see 3.3.

**Note: Procedures/treatments usually done in an outpatient department are not payable under the policy even if admitted/converted as an in-patient in the hospital for more than 24 hours.**



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- 2.20 ID CARD** means the identity card issued to the insured person by the TPA to avail cashless facility in network provider.
- 2.21 ILLNESS** means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the policy period and requires medical treatment.
- (a) **Acute Condition**-Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/injury which leads to full recovery.
- (b) **Chronic Condition**-A chronic Condition is defined as a disease, illness, or injury that has one or more of the following characteristics:
- It needs ongoing or long term monitoring through consultations, examinations, check- ups, and/or tests.
  - It needs ongoing or long term control or relief of symptoms.
  - It requires rehabilitation for the patient or for the patient to be specially trained to cope with it.
  - It continues indefinitely.
  - It recurs or is likely to recur.
- 2.22 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.
- 2.23 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.
- 2.24 INSURED PERSON** means the employee of the bank and each of the other family members who are covered under this policy as shown in the Schedule.
- 2.25 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.
- 2.26 INTENSIVE CARE (ICU) CHARGES** means the amount charged by a Hospital towards ICU expenses which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivists charges.
- 2.27 MEDICAL ADVICE** means any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription.
- 2.28 MEDICAL EXPENSES** means those expenses that an insured person has necessarily and actually incurred for medical treatment on account of illness or 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.



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**2.29 MEDICALLY NECESSARY TREATMENT** is defined as any treatment, tests, medication, or stay in hospital or part of a stay in a hospital which

- Is required for the medical management of the illness or injury suffered by the insured;
- Must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration or intensity.
- Must have been prescribed by a Medical Practitioner.
- Must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

**2.30 MEDICAL PRACTITIONER:** A Medical Practitioner is a person who holds a valid registration from the Medical Council of any State of India 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 there by entitled to practice medicine within its jurisdiction, and is acting within the scope and jurisdiction of license.

The term Medical Practitioner would include Physician, Specialist and Surgeon. The registered Medical Practitioner should not be the insured or any member of his family including parents and in-laws.

**2.31 NETWORK PROVIDER** means the hospital/nursing home or health care providers enlisted by an insurer or by a TPA and insurer together to provide medical services to an insured on payment by a cashless facility. The list of Network Hospitals is maintained by and available with the TPA and the same is subject to amendment from time to time.

**2.32 PPN-PREFERRED PROVIDER NETWORK** means a network of hospitals which have agreed to a cashless packaged pricing for specified planned procedures for the insured person. Updated list of network provider/PPN is available on the website of the company (<https://nationalinsurance.co.in/tpa> PPN network hospital) and website of the TPA mentioned in the schedule and is subject to amendment from time to time.

**2.33 NON-NETWORK HOSPITALS** means any hospital, day care centre or other provider that is not part of the network.

**2.34 NOTIFICATION OF CLAIM** is the process of notifying a claim to the insurer or TPA within specified timelines through any of the recognized modes of communication.

**2.35 OPD (Out-patient) TREATMENT** means the one in which the Insured visits a clinic/hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner. The Insured is not admitted as a day care or in-patient.

**2.36 PERIOD OF INSURANCE** means the period for which this policy is taken and is in force as specified in the Schedule.

**2.37 PORTABILITY** means transfer by an Individual Health Insurance Policyholder (including family cover) of the credit gained for pre-existing conditions and time bound exclusions if he/she chooses to switch from one insurer to another.



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**2.38 PRE-EXISTING DISEASE** means any condition, ailment or injury or related condition(s) for which insured person had signs or symptoms, and/or was diagnosed, and/or received medical advice/treatment within 48 months prior to the first policy issued by the insurer. Any complication arising from pre-existing disease shall be considered as a part of the pre-existing disease.

**2.39 PRE-HOSPITALISATION MEDICAL EXPENSES**

Relevant medical expenses incurred immediately 30 days before the Insured person is hospitalised provided that

- Such medical expenses are incurred for the same condition for which the Insured Person's Hospitalization was required and
- The In-patient Hospitalization claim for such Hospitalization is admissible by us.

**2.40 POST HOSPITALISATION MEDICAL EXPENSES**

Relevant medical expenses incurred immediately 90 days after the insured person is discharged from the hospital provided that:

- Such Medical expenses are incurred for the same condition for which the Insured Person's Hospitalisation was required; and
- The In-patient Hospitalisation claim for such Hospitalisation is admissible by us.

**2.41 PSYCHIATRIC DISORDER** means clinically significant Psychological or behavioral syndrome that causes significant distress, disability or loss of freedom (and which is not merely a socially deviant behavior or an expected response to a stressful life event) as certified by a Medical Practitioner specialized in the field of Psychiatry after physical examination of the insured person in respect of whom a claim is lodged.

**2.42 PSYCHOSOMATIC DISORDER** means one or more psychological or behavioral problems that adversely and significantly affect the course and outcome of general medical condition or that significantly increase a person's risk of an adverse outcome as certified by a Medical Practitioner specialized in the field of Psychiatry after Physical examination of the insured person in respect of whom a claim is lodged.

**2.43 QUALIFIED NURSE** means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any State in India.

**2.44 REASONABLE AND CUSTOMARY CHARGES**

Reasonable and Customary charges mean the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of illness/injury involved.

**2.45 RENEWAL** defines 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 all waiting periods.

**2.46 ROOM RENT** shall mean the amount charged by a hospital for the occupancy of a bed on a per day (24 hours) basis and shall include associated medical expenses.



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- 2.47 SUM INSURED** is the maximum amount of coverage under this policy opted for all insured persons shown in the schedule.
- 2.48 SURGERY OR SURGICAL PROCEDURE** means manual and /or operative procedure(s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering or prolongation of life, performed in a Hospital or Day Care Centre by a Medical Practitioner.
- 2.49 THIRD PARTY ADMINISTRATOR (TPA)** means any person who is registered under the IRDAI (Third Party Administrators-Health Services) Regulations 2016 notified by the Authority, and is engaged for a fee or remuneration by an insurance company, for the purposes of providing health services as defined in those.
- 2.50 UNPROVEN/EXPERIMENTAL TREATMENT** means any treatment including drug experimental therapy which is not based on established medical practice in India.
- 2.51 WE/OUR/US/COMPANY** means **NATIONAL INSURANCE COMPANY LIMITED**

**3. ADDITIONAL COVERAGES:**

- 3.1 Domiciliary Hospitalisation** means medical treatment for a period exceeding 3 days for such an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances:
- A) The condition of the patient is such that he/she is not in a condition to be removed to a hospital or  
B) The patient takes treatment at home on account of non-availability of room in hospital.
- 3.2 Alternative Treatment-** Subject to the condition that the hospitalisation expenses are admissible only when the treatment has been undergone in:
- Central or State Government AYUSH Hospital; or
  - Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy; or
  - AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH *Medical Practitioner* and must comply with all the following criterion:
    - Having at least 5 in-patient beds;
    - Having qualified AYUSH *Medical Practitioner* in charge round the clock;
    - Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
    - Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.

Company's Liability for all claims admitted in respect of any/ill insured person/s during the period of insurance shall not exceed the Sum Insured stated in the schedule.



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**3.3** Expenses on Hospitalization for a minimum period of a day are admissible. However, this time limit is not applied to specific treatments, such as

1	Adenoidectomy	21	Haemo dialysis
2	Appendectomy	22	Fissurectomy/Fistulectomy
3	Ascitic/Pleural tapping	23	Mastoidectomy
4	Auroplasty not Cosmetic in nature	24	Hydrocele Surgeries
5	Coronary/Renal Angiography	25	Hysterectomy
6	Coronary angioplasty	26	Inguinal/ventral/mbilical/femoral hernia surgeries
7	Dental Surgery	27	Parental Chemotherapy
8	D&C	28	Polypectomy
9	Excision of cyst/granuloma/lump/tumor	29	Septoplasty
10	Eye Surgery	30	Piles/Fistula Surgeries
11	Fracture including hairline fracture/dislocation	31	Prostate surgeries
12	Radiotherapy	32	Sinusitis surgeries
13	Chemotherapy	33	Tonsillectomy
14	Lithotripsy	34	Liver aspiration
15	Incision and drainage of abscess	35	Sclerotherapy
16	Varicocelelectomy	36	Varicose Vein Ligation
17	Wound Suturing	37	All scopies along with biopsies
18	FESS	38	Lumbar puncture
19	Operations/Micro Surgical operations on the nose, mouth, middle ear/internal ear, tongue, face, tonsils & adenoids, salivary ducts, breast, skin & subcutaneous tissues, digestive tract, female/male sexual organs.	39	Treatment for Age related Macular Degeneration (ARMD) and Intra Vitreal injections for eye disorders other than ARMD also
20	Approved targeted therapies for treatment of Cancer in day care and on standalone basis. (Immunotherapy – Monoclonal Antibody Cancer treatment on standalone basis).	-	--

This condition will also apply in case of stay in hospital of less than a day provided –

- The treatment is undertaken under General or Local Anesthesia in a hospital/day care Centre in less than a day because of technological advancement and
- Which would have otherwise required hospitalisation of more than a day



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**3.4 AMBULANCE CHARGES**

Ambulance charges are payable up to Rs. 2500 per trip to hospital and/or transfer to another hospital or transfer from hospital to home if medically advised. Taxi and Auto expenses in actual maximum up to Rs. 750 per hospitalisation.

Ambulance charges actually incurred on transfer from one centre to another centre due to non-availability to medical service/medical complication shall be payable in full.

**3.5 PRE-EXISTING DISEASES/AILMENTS**

Pre-existing diseases are covered under the scheme from day one.

**3.6 CONGENITAL ANOMALIES**

Expenses for treatment of congenital internal/external diseases, defects anomalies are covered under the policy

**3.7 PSYCHIATRIC DISEASES**

Expenses for treatment of psychiatric and psychosomatic diseases will be payable with or without hospitalisation up to the sum insured.

**3.8 ADVANCED MEDICAL TREATMENT**

New advanced medical procedures approved by the appropriate authority eg. Laser surgery, stem cell therapy for treatment of a disease is payable on hospitalisation/day care surgery.

**3.9 Treatments taken for accidents can be payable even on OPD basis in a hospital up to Sum Insured****3.10 TAXES AND OTHER CHARGES**

All Taxes, Surcharges, Service charges, Registration charges, Admission Charges, Nursing, and Administration charges to be payable.

Charges for diapers and sanitary pads are payable if necessary as part of treatment. Charges for hiring a nurse/attendant during hospitalisation will be payable only in case of recommendation from treating doctor in case ICU/CCU, Neo natal nursing care or any other case where the patient is critical and requiring special care.

**3.11 Treatment for Genetic disorder and stem cell therapy is covered under the scheme.****3.12 Treatment for Age related Macular Degeneration (ARMD), treatment such as Rotational Field Quantum Magnetic Resonance (RFQMR), Enhanced External Counter Pulsation (EECP) and related treatments are covered under the scheme. Treatment for all neurological/macular degenerative disorders shall be covered under the scheme.****3.13 Rental charges for external and/or durable medical equipment used for diagnosis and/or treatment including CPAP, CAPD, Bi-PAP, Infusion pump and related equipment will be covered under the scheme. However, purchase of the above equipment to be subsequently used at home in exceptional cases on medical advice shall be covered.**

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**3.14** Ambulatory devices i.e. walker, crutches ,belts, collars, caps ,splints, braces, stockings, elastocrepe bandages, external orthopaedic pads, sub cutaneous insulin pump, Diabetic foot wear, Glucometer (including glucose test strips) /Nebulizer/prosthetic device/Thermometer, alpha/water bed and similar items will be covered under the scheme.

**3.15** PHYSIOTHERAPY CHARGES: Physiotherapy charges shall be covered for the period specified by the medical practitioner even if taken at home.

All claims admitted in respect of any/all insured person/s during the period of insurance shall not exceed the sum insured stated in the schedule.

#### **4. EXCLUSIONS:**

The company shall not be liable to make any payment under the policy in respect of any expenses whatsoever incurred by the insured person in connection with or in respect of:

##### **4.1. Investigation & Evaluation**

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

##### **4.2. Rest Cure, Rehabilitation and Respite Care**

- a) Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
  - i. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistants or non-skilled persons.
  - ii. Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

##### **4.3. Change-of-Gender Treatments**

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.

##### **4.4. Stay in a Hospital which is not Medically Necessary.**

Stay in a hospital which is not medically necessary.

##### **4.5. Self-Inflicted Injury**

Treatment for intentional self-inflicted injury, attempted suicide.

##### **4.6. Birth control, Sterility and Infertility**

Expenses related to sterility and infertility. This includes: i. Any type of sterilization ii. Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI iii. Gestational Surrogacy iv. Reversal of sterilization

##### **4.7. Refractive Error**

Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptries.



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**4.8. Unproven Treatments**

Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

**4.9. Drug/Alcohol Abuse**

Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof

**4.10. Non Prescription Drug**

Drugs not supported by a prescription, private nursing charges, referral fee to family physician, Outstation doctor/surgeon/ consultants' fees and similar expenses (as listed in respective Annexure-I).

**4.11. Home Visit Charges**

Home visit charges during Pre and Post Hospitalisation of doctor, aya, attendant and nurse.

**4.12. Breach of Law**

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

**4.13 Injury/disease directly or indirectly caused by or attributable to war, invasion, Act of Foreign Enemy, War like operations (whether war be declared or not); Nuclear radiation/weapon/materials.****4.14**

- Circumcision unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to an accident.
- Vaccination or Inoculation
- Change of life or cosmetic or aesthetic treatment of any description is not covered.
- Plastic surgery other than as may be necessitated due to an accident or as part of any illness.

**4.15 Cost of spectacles and contact lenses, hearing aids, other than Intra-Ocular Lenses and Cochlear Implant.****4.16 Dental treatment or surgery of any kind which are done in a dental clinic and those that are cosmetic in nature.****4.17 Convalescence , rest cure, obesity treatment and its complications including morbid obesity , Venereal disease and use of intoxication drugs/alcohol.****4.18 All expenses arising out of any condition directly or indirectly caused to or associated with Human T Cell Lymphotropic Virus Type III (HTLB – III) or Lymphadenopathy Associated Virus (LAV) or the Mutants Derivative or Variation Deficiency Syndrome or any syndrome of a similar kind commonly referred to as AIDS.****4.19 Charges incurred at hospital/nursing home primarily for diagnosis x ray or laboratory examinations or other diagnostic studies not consistent with diagnosis and treatment of positive existence of any ailment, sickness or injury for which confinement is required at a Hospital/Nursing Home unless recommended by the attending doctor.**

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- 4.20** Expenses on vitamins and tonics unless forming part of treatment for injury or diseases as certified by the attending physician.
- 4.21** All non-medical expenses including convenience items for personal comfort such as charges for telephone, television, barber or beauty devices, diet charges, baby food, cosmetics, tissue paper, diapers, sanitary pads, toiletry items and similar incidental expenses unless and otherwise necessitated during the course of treatment.
- 4.22** Critical illnesses diagnosed before the commencement of the policy are not covered.
- 4.23** Expenses on purchase of medicine not supported by bills/receipts/cash memos without valid GST Number of the issuer of such bills/receipts/cash memos.
- 4.24** Domiciliary treatment: Any expenses incurred on domiciliary treatment as mentioned in Section 3.1 of Base policy are not covered.

## 5. Claims Procedure

### A. **Claims Administration and Process**

It shall be the condition precedent to admission of our Liability under this policy that the terms and conditions of making payment of premium on full or in time in so far as they relate to anything to be done or complied with by you or any Insured Person, are fulfilled including complying with the following in relation to claims ;

1. On the occurrence or discovery of any illness or injury that may give rise to a claim under this policy, the claims procedure set out below shall be followed.
2. The treatment should be taken as per the advice, directions and guidance of the treating medical practitioner. Any failure to follow such advice, directions and guidance will prejudice the claim.
3. The insured person must submit to medical examination by our medical practitioner in case requested by us and at our cost, as often as we consider reasonable and necessary and we/our representatives must be permitted to inspect the medical and hospitalisation records pertaining to the insured person's treatment and to investigate the circumstances pertaining to the claim.
4. We and our representatives must be given all reasonable cooperation in investigating the claim in order to assess our liability and quantum in respect of the claim.

### **Notification of Claim**

Upon the happening of any event which may give rise to any claim under this policy, the insured or insured's representative shall notify the TPA in writing by letter, email, fax providing all relevant information relating to claim including plan of treatment, policy number etc. within prescribed time limit.



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Notification of Claim in case of Cashless facility	TPA must be informed:
In the event of planned hospitalisation	At least 72 hours prior to the insured person's admission to network provider/ PPN hospital
In the event of emergency hospitalisation	Within 24 hours of the insured person's admission to network provider/PPN hospital.

Notification of Claim in case of Reimbursement	TPA must be informed:
In the event of planned hospitalisation	At least 48 hours prior to the insured person's admission to network provider/non network/ PPN hospital
In the event of emergency hospitalisation	Within 48 hours of the insured person's admission to network provider/ non network /PPN hospital.

**B. Procedure for cashless claims**

- Cashless facility for treatment shall be available to insured in network hospitals only.
- Treatment may be taken in a network provider/PPN and is subject to pre-authorization by the TPA. A booklet containing a list of network providers/PPN hospitals shall be provided by the TPA. Updated list of network provider/PPN is available on website of the company (<https://nationalinsurance.nic.co.in/en/health-insurance/city-wise-list-ppn-hospitals>) and the TPA mentioned in the schedule
- Call the TPA's toll free phone number provided on the health ID card for intimation of claim and related assistance. Inform the ID number for easy reference.
- On admission in the network provider/PPN, produce the ID card issued by the TPA at the hospital helpdesk. Cashless request form available with the network provider/PPN and TPA shall be completed and sent to TPA for authorization. Each request for pre authorization must be through duly completed standard pre-authorization format including the following details:
  - The health card which the insurer or the associated TPA has issued to the insured person supported with KYC documents;
  - The Policy Number;
  - Name of the Policy/ Number/Employer;
  - Name and address of insured person/Employee/member in respect of whom the request is being made;
  - Nature of the illness/injury and the treatment/surgery required;
  - Name and address of the attending Medical Practitioner;
  - Hospital where the treatment/surgery is proposed to be taken;
  - Proposed date of admission;
- If these details are not provided in full or sufficient or are insufficient for the associated TPA to consider the request, the associated TPA will request additional information or documentation in respect of that request.



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6. When the associated TPA has obtained sufficient details to access the request, the associated TPA will issue the authorisation letter specifying the specified amount, any specific limitation on the claim, applicable deductibles, and non-payable items if applicable, or We may reject the request for pre-authorisation specifying reason for the rejection.
7. The TPA upon getting cashless request form and related medical information from the insured person/network hospital/PPN shall issue pre-authorisation letter to the hospital after verification.
8. Once the request for pre-authorisation has been granted, the treatment must take place within 15 days of the pre-authorisation date at a Network Provider and pre-authorisation shall be valid only if all the details of the authorised treatment, including dates, hospitals and locations match with the details of the actual treatment received. For Hospitalisation where Cashless Facility is pre-authorised by the associated TPA, the associated TPA will make the payment of the amounts assessed to be due directly to the Network Provider.
9. In the event that the cost of hospitalisation exceeds the authorised limits as mentioned in the authorisation letter:
  - a. The network provider shall request us for an enhancement of authorization limit as described under section 5.B including details of the specific circumstances which have led to the need for increase in the previously authorised limit. We will verify the eligibility and evaluate the request for enhancement on the availability of further limits.
  - b. We shall accept or decline such request for enhancement of pre-authorised limit for enhancement. In the event of any change in the diagnosis, plan of Treatment, cost of Treatment during Hospitalisation to the insured person, the network provider shall obtain a fresh authorisation letter from us in accordance with the process described under 5.B above.
10. At the time of discharge, the insured person shall verify and sign the discharge papers and pay for non-medical and inadmissible expenses.
11. At the time of discharge:
  - a. The Network Provider may forward a final request for authorisation for any residual amount to the TPA along with the discharges summary and the detailed bill break up in accordance with the process described at 5.B above.
  - b. Upon receipt of the final authorisation letter from TPA, the insured person may be discharged by the Network Provider.

**Note: (Applicable to 5 B):** Cashless facility for hospitalisation expenses shall be limited exclusively to Medical Expenses incurred for treatment undertaken in a Network Provider/PPN hospital for Illness or Injury/Accident/Critical Illness as the case which may be which are recovered under the policy. For all cashless authorisations, the insured person, will in any event be required to settle all non-admissible expenses, expenses above specified Sub Limits (if applicable), Co-Payments and/or opted Deductible (Per Claim/Aggregate/Corporate) (if applicable), directly with the hospital.

12. The TPA reserves the right to deny pre-authorisation in case the insured person is unable to provide the relevant medical details. Denial of a pre-authorisation request is in no way to be construed as denial of treatment or denial of coverage. The insured person may get the treatment as per treating doctor's advice and submit the claim documents to the TPA for possible reimbursement.



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13. Claims for pre hospitalisation and post hospitalisation will be settled on a reimbursement basis on production of cash receipts.

**C. Procedure for reimbursement of claims**

In non-network hospitals payment must be made upfront and for reimbursement of claims the insured person may submit the necessary documents to TPA (if claim is processed by TPA)/the bank's office authorised to deal with Health Claims within the prescribed time limit.

For all claims for which Cashless Facilities have not been pre-authorised or for which treatment has not been taken at a Network Provider, We shall be given written notice of the claim along with the following details within the timelines as mentioned for reimbursement claims in B above:

- i. The Policy Number;
- ii. Name of the Policy Number/Employer;
- iii. Name and address of Insured person/Employee/member in respect of whom the request is being made;
- iv. Health Card, photo ID, KYC documents;
- v. Nature of illness or injury and the treatment/Surgery taken;
- vi. Name and address of the attending medical practitioner;
- vii. Hospital where treatment/surgery was taken;
- viii. Date of Admission and Date of Discharge;
- ix. Any other information that may be relevant to the Illness/Injury/Hospitalisation;
- x. Duly completed claim form

**D. Documents**

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

- i. Duly completed claim form
- ii. Photo ID and Age Proof
- iii. Health Card, Policy copy, Photo ID and KYC documents
- iv. Attending medical practitioner's/surgeon's certificate regarding diagnosis/nature of operation performed along with date of diagnosis, investigation test reports etc supported by the prescription from attending medical practitioner
- v. Original discharge card/day care summary/transfer summary
- vi. Original final hospital bill with all original deposit and final payment receipt
- vii. Original invoice with payment receipt and implant stickers for all implants used during surgeries i.e. lens sticker and invoice in cataract surgery, stent invoice and sticker in Angioplasty surgery
- viii. All previous consultation papers indicating history and treatment details for current ailment
- ix. All original diagnostic reports (including imaging and laboratory) along with medical Practitioner's prescription and bill/invoice with receipt from diagnostic centre.
- x. All original medicine/pharmacy bills along with medical practitioner's prescription;
- xi. MLC /FIR copy- in Accidental case only;
- xii. Copy of death summary and copy of death certificate (in death claims only);
- xiii. Pre and post-operative imaging reports-in Accidental cases only;
- xiv. Copy of indoor case papers with nursing sheet detailing medical history of the Insured Person, treatment details and the Insured Person's progress;

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**Note**

In the event of a claim lodged as per Settlement under multiple policies clause and the original documents having been submitted to the other insurer, the company may accept the duly certified documents listed under condition 5.C. & 5.D. And claim settlement advice duly certified by the other insurer subject to satisfaction of the company.

2. Time limit for submission of documents

Type of claim	Time limit for submission of documents to company/TPA
Where Cashless Facility has been authorised	Immediately after discharge.
Reimbursement of hospitalisation and pre-hospitalisation expenses (limited to 30 days)	Within 30 (Thirty) days of date of discharge from hospital
Reimbursement of post-hospitalisation expenses (limited to 90 days)	Within 30 (thirty) days from completion of Post-hospitalisation treatment.

**Note:** Waiver of this condition may be considered in extreme cases of hardship where it is proved to the satisfaction of the Company that under the circumstances in which the insured was placed it was not possible for him or any other person to give such notice or file claim within the prescribed time-limit.

3. The insured person shall also give the TPA/Company such additional information and assistance as the TPA/Company may require in dealing with the claim including an authorisation to obtain Medical and other records from the hospital, lab, etc.
4. All the documents submitted to TPA shall be electronically collected by us for settlement and denial of the claims by the appropriate authority.

**E. Scrutiny of Claim Documents**

- a. The TPA shall scrutinize the claim form and the accompanying documents. Any deficiency in the documents shall be intimated to the Insured Person/Network Provider as the case may be within 7 working days of submission of documents. If the deficiency in the necessary claim documents is not met or are partially met in 10 working days, The TPA will send a maximum of 3 (three) reminders. We may, at our sole discretion, decide to deduct the amount of claim for which deficiency is intimated to the Insured Person and settle the claim if we observe that such a claim is otherwise valid under the Policy.
- b. In case a reimbursement claim is received when a pre-authorization letter has been issued, before approving such a claim, a check will be made with the Network Provider whether the pre-authorization has been utilized as well as whether the Insured Person has settled all the dues with the Network Provider. Once such a check and declaration is received from the Network Provider, the case will be processed.
- c. The Pre-Hospitalization Medical Expenses Cover claim and Post-Hospitalization Medical Expenses Cover claim shall be processed only after the decision of the main Hospitalization claim.



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**F. Claim Assessment**

Insurer will pay the fixed or indemnity amount as specified in the applicable Base of Optional Cover in accordance with the terms of the Policy.

Insurer will assess all admissible claims under the Policy in the following progressive order:

- I. If any Sub Limit on Medical Expenses are applicable as specified in the Policy Schedule/Certificate of Insurance, our liability to make payment shall be limited to the extent of the applicable Sub Limit for that Medical Expense.
- II. Opted Deductible (Pre Claim/Aggregate/Corporate), if any, shall be applicable on the amount payable by Us after applying (I), and (ii) above.
- III. Co-Payments if any, shall be applicable on the amount payable by us after applying (i), and (ii).

The Claim amount assessed under Section 5.F (i), (ii) and (iii) will be deducted from the following amounts in the following progressive order after applying Sub Limit.

- a) Sum Insured

**G. Claim Settlement**

1. On receipt of the final document(s), the company shall within a period of 24 (Twenty Four) days offer a settlement of the claim to the insured person.
2. In the cases of delay in the payment, the company shall pay interest from the date of receipt of last necessary document to the date of payment of claim at a rate that is 2%(Two percent) above the bank rate prevalent at the beginning of the financial year in which the claim is paid.
3. However, where the circumstances of a claim warrant an investigation in the opinion of the company, it shall initiate and complete such investigation at the earliest, in any case not later the 30 days from the date of receipt of last necessary document. In such cases, Insurer shall settle the claim within 45 days from the date of receipt of last necessary document.
4. In case of delay beyond stipulated 45 days the company shall be liable to pay interest at a rate 2% above the bank rate prevalent at the beginning of the financial year in which the claim is paid, from the date of receipt of last necessary document to the date of payment of claim.
5. The payment of the amount due shall be made by the company, upon acceptance of an offer of settlement as stated above by the insured person, within 7(Seven) days from the date of acceptance of the offer.
6. A claim, which is not covered under the policy cover and conditions, can be rejected.

**H. Rejection/ Repudiation of Claim**

- a. If the company, for any reasons, decides to reject/repudiate –a claim under the policy, we shall communicate to the insured person in writing explicitly mentioning the grounds for rejection/repudiation and within a period of 30 (thirty) days from the receipt of the final document(s) of investigation report (if any), as the case may be. Where a rejection is communicated by the Company, the Insured Person may, is so desired, within 15 days from the date of receipt of the claims decision represent to the Company for reconsideration of the decision.
- b. In case of rejection of claims, it would go through a committee setup of the Bank, Third Party Administrator and National Insurance Co. Ltd. unless rejected by the committee in real time the claim should not be rejected.



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## I. Claim Payment Terms

- I. We shall have no liability to make payment of a claim under the Policy in respect of an Insured Person once the Sum Insured for that Insured Person is exhausted.
- II. All claims will be payable in India and in Indian rupees.
- III. We are not obligated to make payment for any claim or that part of any claim that could have been avoided or reduced if the Insured Person could have reasonable minimized the costs incurred, or that is brought about or contributed to by the Insured Person by failing to follow the directions, Medical Advice of guidance provided by a Medical Practitioner.
- IV. The Sum insured opted under the Policy shall be reduced by the amount payable/ paid under the Policy terms and conditions and any optional covers applicable under the Policy and only the balance shall be available as the Sum Insured for the unexpired Policy Period.
- V. If the Insured Person suffers a relapse within 45 days from the date of discharge from the Hospital for which a claim has been made, then such relapse shall be deemed to be part of the same claim and all the limits for "Any one illness" under this Policy shall be applied as if they were under a single claim.
- VI. For Cashless claims, the payment shall be made to the Network Provider whose discharge would be complete and final.
- VII. For Reimbursement claims, the payment shall be made to the Insured person. In the unfortunate event of the Insured person's death, we will pay the Nominee (as named in the Policy Schedule/ Certificate of Insurance) and in case of no Nominee, to the legal heir who holds a succession certificate of indemnity bond to that effect, whichever is available and whose discharge shall be treated as full and final discharge of Our liability under the Policy.
- J. Claims will be managed through the same Office of the Bank from where it is managed at Present. The Third Party Administrator will be setting up a help desk at that office and supporting the bank in clearing all the claims on a real time basis.

## 6 CONDITIONS

### 6.1 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 Proposer. (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 underwriting the risk)

### 6.2 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.

### 6.3 Communication

- i. All communication should be made in writing.
- ii. For Policies serviced by TPA, ID card, PPN/Network Provider related issues to be communicated to the TPA at the address mentioned in the Schedule. For claim serviced by the Company, the Policy related issues to be communicated to the Policy issuing office of the Company at the address mentioned in the Schedule.

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iii. Any change of address, state of health or any other change affecting any of the Insured Person, shall be communicated to the Policy issuing office of the Company at the address mentioned in the Schedule.

iv. The Company or TPA shall communicate to the Proposer/ Insured Person at the address mentioned in the Schedule.

#### 6.4 Physical Examination

Any Medical Practitioner authorised by the Company shall be allowed to examine the Insured Person in the event of any alleged Illness/Injury requiring Hospitalisation when and as often as the same may reasonably be required on behalf of the Company.

#### 6.5 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 and the premium paid shall be forfeited. Any amount already paid against claims made under this Policy but which are found fraudulent later shall be repaid by all recipient(s)/policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the Company. For the purpose of this clause, the expression "fraud" means any of the following acts committed by the Insured Person or by his agent or the Hospital/doctor/any other party acting on behalf of the Insured Person, with intent to deceive the Company or to induce the Company to issue an Insurance Policy:

- The suggestion, as a fact of that which is not true and which the Insured Person does not believe to be true;
- The active concealment of a fact by the Insured Person having knowledge or belief of the fact;
- any other act fitted to deceive; and
- any such act or omission as the law specially declares to be fraudulent The Company shall not repudiate the claim and/or forfeit the policy benefits 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 Company.

#### 6.6 Territorial Limit

All medical treatment for the purpose of this policy will have to be taken in India only.

#### 6.7 Medical expenses incurred under two policy periods

If the claim event falls within two policy periods, the claim shall be paid taking into consideration the available Sum insured under the expiring policy only. Sum insured of the renewed policy will not be considered for the claim event which has commenced in the expiring policy.

#### 6.8 Renewal of Policy

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

- The company shall endeavour to give notice for renewal. However, the company is not under obligation to give any notice for renewal.



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- ii. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- iii. Request for renewal along with requisite premium shall be received by the company before the end of the policy period.
- iv. After the end of the policy period, the policy can be renewed within the Grace Period of 30 days to maintain continuity benefits without break in policy. Cover age is not available during the grace period.
- v. No Loading shall apply on renewals based on individual claims experience.

#### 6.9 Guideline for Addition of members:-

**Midterm additions are allowed only for employees retired from their service during currency of the policy subject to intimation received within 30 days.**

#### 6.10 Cancellation:

- i. 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 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud
- ii. 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. 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.

Period of risk	Rate of premium to be charged
Up to 1 month	1/4 of the annual rate
Up to 3 months	1/2 of the annual rate
Up to 6 months	3/4 of the annual rate
Exceeding 6 months	Full annual rate

#### 6.11 Territorial Jurisdiction

All disputes or differences under or in relation to the Policy shall be determined by the Indian court and according to Indian law.

#### 6.12 Maintenance of member Records

The Insured shall throughout the period of insurance keep and maintain a proper record of register containing the names of all the Insured persons and other relevant details as are normally kept in any institution/ Organization. The Insured shall declare to the company any additions in the number of Insured persons as and when arising during the period of insurance and shall pay the additional premium as agreed.

It is hereby agreed and understood that, this insurance being a Group Policy availed by the Insured covering Members, the benefit thereof would not be available to member who cease to be part of the group for any reason whatsoever.

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**6.13 Low Claim Ratio Discount (Bonus)**

Low Claim Ratio Discount at the following scale will be allowed on the total premium at renewal only depending upon the incurred claim ration for the entire group Insured under the Group Mediclaim Insurance Policy for the preceding 3 completed years excluding the year immediately preceding the date of renewal where the Group Mediclaim Insurance Policy has not been in force for 3 completed years, such shorter period of completed years excluding the year immediately preceding the date of renewal will be taken into account.

Incurred Claim Ratio under the Policy	Discount
Above 70%	Nil
66-70%	2.50%
61-65%	5%
56-60%	10%
51-55%	15%
41-50%	25%
31-40%	35%
21-30%	40%
Not exceeding 20%	50%

**6.14 Arbitration**

If any dispute or difference shall arise as to the quantum to be paid under 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 or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of 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.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the company has disputed or not accepted liability under or in respect of this policy.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this policy that award by such arbitrator/arbitrators of the amount of the loss or damage shall be first obtained.

**6.15 Disclaimer**

If the company shall disclaim liability to the Insured Person for any claim hereunder and if the Insured Person shall not within twelve (12) calendar months from the date of receipt of the notice of such disclaimer notify the Company in writing that he does not accept such disclaimer and intends to recover his claim from the Company, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.



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#### 6.16 IRDA Regulations

This policy is subject to Provisions of Insurance Act, 1938, IRDAI (health Insurance) Regulations 2016 and IRDA (protection of policyholder's interest) Regulations 2017 as amended from time to time.

#### 6.17 Grievance Redressal

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

Website: <https://nationalinsurance.nic.co.in/>

Post: National Insurance Co. Ltd.,

Premises No. 18-0374, Plot no. CBD-81, Rajarhat,  
New Town, Kolkata – 700156

Toll free: 1800 345 0330

CRM Dept., E-mail: [customer.relations@nic.co.in](mailto:customer.relations@nic.co.in)

Phone : (033) 2283 1742

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 (Office in-Charge) at that location.

For updated details of grievance officer, kindly refer the link: <https://nationalinsurance.nic.co.in/>

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 (Annexure II).

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

#### 6.18 Revision of Terms of the Policy Including the Premium Rates

The Company, with prior approval of IRDAI, may revise or modify the terms of the Policy including the premium rates. The insured person shall be notified three months before the changes are effected.

#### 6.19 Withdrawal of Policy

In the likelihood of this product being withdrawn in future, the company will intimate the insured person about the same 90 days prior to expiry of the policy.

The insured person will have the option to migrate to a similar health insurance product available with the company at the time of renewal with all the accrued continuity benefits such as waiver of Waiting Period as per IRDAI guidelines, provided the policy has been maintained without a break.

1) "Policy Issuing Office: Mumbai"

2) " Consolidated Stamp Duty deposited as per the order of Government of India

For National Insurance Co Ltd

Authorised Signatory



नेशनल इन्श्योरेंस कम्पनी लिमिटेड  
National Insurance Company Limited  
CIN : U10200WB1906601001713  
IRDA Registration No. 58



पंजीकृत एवं प्रधान कार्यालय : परिसर क्रमांक 18-3074,  
प्लॉट क्रमांक सीबीडी-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
New Town, Kolkata 700 156, West Bengal  
P No : 033-22831705-06 Fax : 033-22831712  
email : [website.administrator@nic.co.in](mailto:website.administrator@nic.co.in)

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

Applicable to Receipts and Policies : In case of dishonour of Cheque / DD for Premium, the Policy / Receipt stands cancelled "ABINITIO".



**Annexure I**

<b>List I – List of which coverage is not available in the policy</b>	
Sl	Item
1	BABY FOOD
2	BABY UTILITIES CHARGES
3	BEAUTY SERVICES
4	BELTS BRACES
5	BUDS
6	COLD PACK HOT PACK
7	CARRY BAGS
8	EMAIL INTERNET CHARGES
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)
10	LEGGINGS
11	LACNDRY CHARGES
12	MINERAL WATER
13	SANITARY PAD
14	TELEPHONE CHARGES
15	GUEST SERVICES
16	CREPE BANDAGE
17	DIAPER OF ANY TYPE
18	EYELET COLLAR
19	SLINGS
20	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES
21	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED
22	Television Charges
23	SURCHARGES
24	ATTENDANT CHARGES
25	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)
26	BIRTH CERTIFICATE
27	CERTIFICATE CHARGES
28	COURIER CHARGES
29	CONVEYANCE CHARGES
30	MEDICAL CERTIFICATE
31	MEDICAL RECORDS
32	PHOTOCOPIES CHARGES
33	MORTUARY CHARGES
34	WALKING AIDS CHARGES
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)
36	SPACER
37	SPIROMETRE
38	NEBULIZER KIT
39	STEAM INHALER
40	ARMSLING
41	THERMOMETER
42	CERVICAL COLLAR
43	SPLINT
44	DIABETIC FOOT WEAR
45	KNEE BRACES (LONG/ SHORT/ HINGED)
46	KNEE IMMOBILIZER SHOULDER IMMOBILIZER
47	LUMBO SACRAL BELT
48	NIMBUS BED OR WATER OR AIR BED CHARGES
49	AMBULANCE COLLAR
50	AMBULANCE EQUIPMENT
51	ABDOMINAL BINDER
52	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES
53	SUGAR FREE Tablets
54	CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)
55	ECG ELECTRODES
56	GLOVES
57	NEBULISATION KIT
58	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]
59	KIDNEY TRAY
60	MASK
61	OUNCE GLASS
62	OXYGEN MASK
63	PELVIC TRACTION BELT
64	PAN CAN
65	TROLLEY COVER
66	UROMETER, URINE JUG
67	AMBULANCE
68	VASOFIX SAFETY
<b>List II – Items that are to be subsumed into Room Charges</b>	
Sl	Item
1	BABY CHARGES (UNLESS SPECIFIED INDICATED)
2	HAND WASH
3	SHOE COVER
4	CAPS

5	CRADLE CHARGES
6	COMB
7	EAU-DE-COLOGNE ROOM FRESHNERS
8	FOOT COVER
9	GOWN
10	SLIPPERS
11	TISSUE PAPER
12	TOOTH PASTE
13	TOOTH BRUSH
14	BED PAN
15	FACE MASK
16	FLEXI MASK
17	HAND HOLDER
18	SPUTUM CUP
19	DISINFECTANT LOTIONS
20	LUXURY TAX
21	HVAC
22	HOUSE KEEPING CHARGES
23	AIR CONDITIONER CHARGES
24	IM IV INJECTION CHARGES
25	CLEAN SHEET
26	BLANKET WARMER BLANKET
27	ADMISSION KIT
28	DIABETIC CHART CHARGES
29	DOCUMENTATION CHARGES ADMINISTRATIVE EXPENSES
30	DISCHARGE PROCEDURE CHARGES
31	DAILY CHART CHARGES
32	ENTRANCE PASS VISITORS PASS CHARGES
33	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE
34	FILE OPENING CHARGES
35	INCIDENTAL EXPENSES MISC. CHARGES (NOT EXPLAINED)
36	PATIENT IDENTIFICATION BAND / NAME TAG
37	PULSEOXYMETER CHARGES
<b>List III – Items that are to be subsumed into Procedure Charges</b>	
Sl	Item
1	HAIR REMOVAL CREAM
2	DISPOSABLES RAZORS CHARGES (for site preparations)
3	EYE PAD
4	EYE SHEILD
5	CAMERA COVER
6	DVD, CD CHARGES
7	GAUZE SOFT
8	GAUZE
9	WARD AND THEATRE BOOKING CHARGES
10	ARTHROSCOPY AND ENDOSCOPY INSTRUMENTS
11	MICROSCOPE COVER
12	SURGICAL BLADES, HARMONICS, CALPEL, SHAVER
13	SURGICAL DRILL
14	EYE KIT
15	EYE DRAPE
16	X-RAY FILM
17	BOYLES APPARATUS CHARGES
18	COTTON
19	COTTON BANDAGE
20	SURGICAL TAPE
21	APRON
22	TORNIQUET
23	ORTHOBUNDLE, GYNAEC BUNDLE
<b>List IV – Items that are to be subsumed into costs of treatment</b>	
Sl	Item
1	ADMISSION REGISTRATION CHARGES
2	HOSPITALISATION FOR EVALUATION DIAGNOSTIC PURPOSE
3	URINE CONTAINER
4	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES
5	BIPAP MACHINE
6	CPAP CAPD EQUIPMENTS
7	INFUSION PUMP- COST
8	HYDROGEN PEROXIDE SPIRIT DISINFECTANTS ETC
9	NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES
10	HIV KIT
11	ANTISEPTIC MOUTHWASH
12	LOZENGES
13	MOUTH PAINT
14	VACCINATION CHARGES
15	ALCOHOL SWABES
16	SCRUB SOLUTION-STERILLIUM
17	Glucometer & Strips
18	URINE BAG

नेशनल इन्श्योरेंस कम्पनी लिमिटेड  
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पंजीकृत एवं प्रधान कार्यालय : परिसर क्रमांक 18-3074,  
प्लॉट क्रमांक सीबीडी-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81,  
New Town, Kolkata 700 156, West Bengal  
P No : 033-22831705-06 Fax : 033-22831712  
email : website.administrator@nic.co.in

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

Applicable to Receipts and Policies : In case of dishonour of Cheque / DD for Premium, the Policy / Receipt stands cancelled "ABINITIO".

The contact details of the Insurance Ombudsman offices are as below - **Annexure II**

Areas of Jurisdiction	Office of the Insurance Ombudsman
Gujarat , UT of Dadra and Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380 014. Tel.: 079 - 27546150 / 27546139 Fax: 079 - 27546142 Email: <a href="mailto:bimalokpal.ahmedabad@ecoi.co.in">bimalokpal.ahmedabad@ecoi.co.in</a>
Karnataka	Office of the Insurance Ombudsman, JeevanSoudhaBuilding, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078 Tel 080 - 26652048 / 26652049 Email: <a href="mailto:bimalokpal.bengaluru@ecoi.co.in">bimalokpal.bengaluru@ecoi.co.in</a>
Madhya Pradesh and Chhattisgarh	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: <a href="mailto:bimalokpal.bhopal@ecoi.co.in">bimalokpal.bhopal@ecoi.co.in</a>
Odisha	Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: <a href="mailto:bimalokpal.bhubaneswar@ecoi.co.in">bimalokpal.bhubaneswar@ecoi.co.in</a>
Punjab , Haryana, Himachal Pradesh, Jammu and Kashmir, UT of Chandigarh	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: <a href="mailto:bimalokpal.chandigarh@ecoi.co.in">bimalokpal.chandigarh@ecoi.co.in</a>
Tamil Nadu, UT– Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: <a href="mailto:bimalokpal.chennai@ecoi.co.in">bimalokpal.chennai@ecoi.co.in</a>
Delhi	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: <a href="mailto:bimalokpal.delhi@ecoi.co.in">bimalokpal.delhi@ecoi.co.in</a>
Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Office of the Insurance Ombudsman, JeevanNivesh, 5th Floor, Nr Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM) Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: <a href="mailto:bimalokpal.guwahati@ecoi.co.in">bimalokpal.guwahati@ecoi.co.in</a>
Andhra Pradesh, Telangana and UT of Yanam – a part of the U.T of Pondicherry	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: <a href="mailto:bimalokpal.hyderabad@ecoi.co.in">bimalokpal.hyderabad@ecoi.co.in</a>
Rajasthan	Office of the Insurance Ombudsman, JeevanNidhi – II Bldg., Gr Floor, Bhowani Singh Marg, Jaipur - 302 005 Tel.: 0141 - 2740363 Email: <a href="mailto:Bimalokpal.jaipur@ecoi.co.in">Bimalokpal.jaipur@ecoi.co.in</a>
Kerala , UT of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G Road, Ernakulam – 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: <a href="mailto:bimalokpal.ernakulam@ecoi.co.in">bimalokpal.ernakulam@ecoi.co.in</a>
West Bengal, UT of Andaman and Nicobar Islands, Sikkim	Office of the Insurance Ombudsman, Hindustan Bldg Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax: 033 - 22124341 Email: <a href="mailto:bimalokpal.kolkata@ecoi.co.in">bimalokpal.kolkata@ecoi.co.in</a>
Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.	Office of the Insurance Ombudsman, 6th Floor, JeevanBhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: <a href="mailto:bimalokpal.lucknow@ecoi.co.in">bimalokpal.lucknow@ecoi.co.in</a>
Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane	Office of the Insurance Ombudsman, 3rd Floor, JeevanSevaAnnexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: <a href="mailto:bimalokpal.mumbai@ecoi.co.in">bimalokpal.mumbai@ecoi.co.in</a>
State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Sharnli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kansiramnagar, Saharanpur	Office of the Insurance Ombudsman, BhagwanSahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: GautamBuddh Nagar, U.P.-201301. Tel.: 0120-2514250 / 2514251 / 2514253 Email: <a href="mailto:bimalokpal.noida@ecoi.co.in">bimalokpal.noida@ecoi.co.in</a>
Bihar, Jharkhand.	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Email: <a href="mailto:bimalokpal.patna@ecoi.co.in">bimalokpal.patna@ecoi.co.in</a>
Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region	Office of the Insurance Ombudsman, JeevanDarshan Bldg , 3rd Floor, C.T.S. No.s 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020 - 32341320 Email: <a href="mailto:bimalokpal.pune@ecoi.co.in">bimalokpal.pune@ecoi.co.in</a>

नेशनल इन्श्योरन्स कम्पनी लिमिटेड  
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CIN : U10200WB1906G01001713  
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पंजीकृत एवं प्रमाणित कार्यालय : पश्चिम बंगाल, 18-3074, प्लॉट नं. सी.बी.डी-81, न्यू टाउन, कोलकाता 700 156, पश्चिम बंगाल  
Registered & Head Office : Premises No. 18-3074, Plot No. CBD-81, New Town, Kolkata 700 156, West Bengal  
P No : 033-22831705-06 Fax : 033-22831712  
email : [website.administrator@nic.co.in](mailto:website.administrator@nic.co.in)

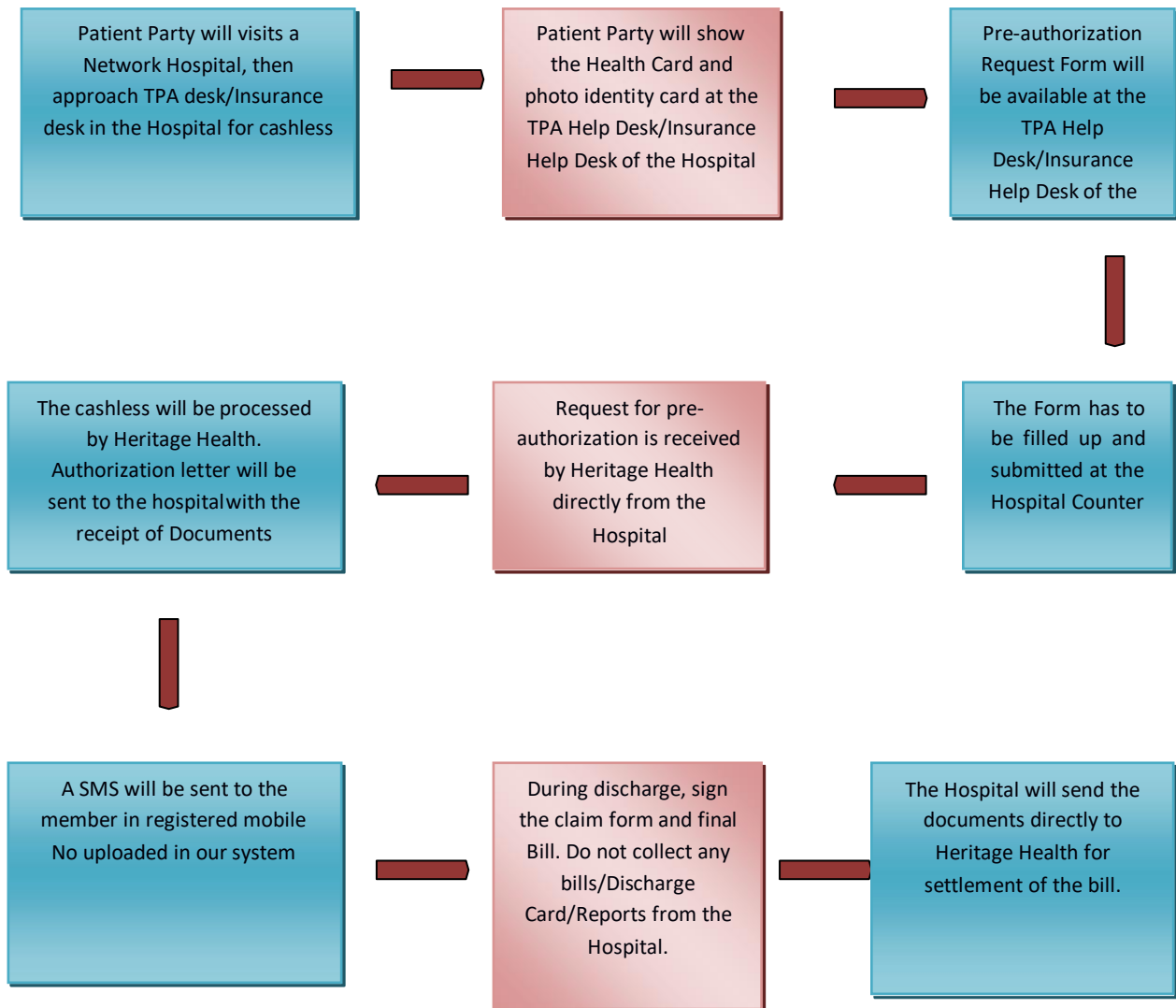
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Applicable to Receipts and Policies : In case of dishonour of Cheque / DD for Premium, the Policy / Receipt stands cancelled "ABINITIO".



## Heritage Health Insurance TPA Pvt. Ltd.

### Cashless Procedure:

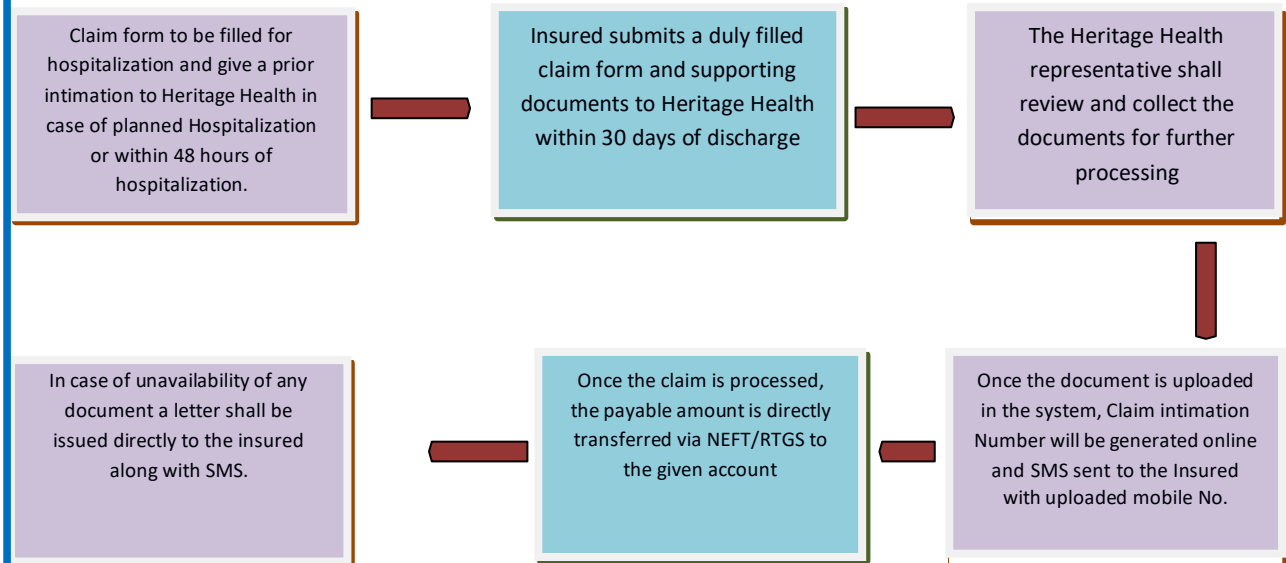




## Heritage Health Insurance TPA Pvt. Ltd.

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### Reimbursement Procedure:



**Note: Claims are processed as per Policy Terms and conditions of the policy.**

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## HERITAGE HEALTH INSURANCE TPA PVT. LTD.

IRDAI LICENSE NO. : 008 ● CIN : U85195WB1998PTC088562

NICCO HOUSE, 5th FLOOR, 2 HARE STREET, KOLKATA - 700 001

PHONE : (033) 2248 6430 / 2784 ● Fax : (033) 2231 0287 / 2210 0837 Email : heritage\_health@baioria.in

### IBA GMC Policy Check List

Please find the details while claiming in Cashless, Reimbursement and Domiciliary.

#### For claiming Cashless

1. Ensuring if the hospital is in empanelment with the TPA. For empanelled hospital, link is [http://223.31.103.204/HeritageHealthTPA/Home/Empanneled\\_Hospitals1.aspx](http://223.31.103.204/HeritageHealthTPA/Home/Empanneled_Hospitals1.aspx)
2. If cashless is entertained in our empanelled hospital, kindly request to process the Pre-auth with the employee SR number to [cashlesskolkata@heritagehealthtpa.co.in](mailto:cashlesskolkata@heritagehealthtpa.co.in)

#### For Claiming Reimbursement

Further in case of PPN Procedures in GIPSA PPN Network Hospital, same Package rates will apply in both Cashless & Reimbursement claims subject to limit/sublimit in the policy.

If intimated for cashless and not utilized, kindly keep a copy of the intimation mail along with the documents that will be submitted.

Claim Intimation Copy duly received by TPA.( For planned hospitalization minimum 48hrs before from date of Admission & For Emergency hospitalization with in 48hrs from date of Admission ).

All supporting documents relating to claim must be filed with the office of the Bank or TPA within 30 days from date of discharge. In post hospitalization, all claim documents should be submitted within 30 days after completion of such treatment.

Exact reason of delay in submission of documents/intimation copy, if not submitted timely as per Policy terms & conditions

1. Duly filled claim form & signed by the beneficiary.

--Claim Form A (by insured)

--Claim Form B (by Hospital)

Duly filled in Original claim Form Part -A (for Insured) & Part -B (from Hospital), with Claimant Signature mentioning exact Claim Amount, Contact details, e-mail Id etc.

2. GIPSA PPN Network Declaration Form

3. Original cancel cheque copy or Passbook front page of Employee (Mandatory)

Complete bank details for RTGS / NEFT cancelled cheque

4. Photocopy of Gov. Recognized Photo ID proof ( Aadhar Card / PAN Card of the Insured Patient/ Passport)

5. Original advice for admission to hospital or reference letter for admission

Advice for Admission and first prescription with clinical notes, in original

6. Original Discharge Card (In case of Day Care procedure to provide Day care Discharge summary).

Hospital Discharge Certificate in original with Date & Time and details of treatment

7. All original investigation reports included Pre Hospital & Post hospital (If any).

All the prescriptions, money receipt/cash memo, Investigation reports, hospital requisition and other supporting documents in original.

8. Hospital bill with detailed break up along with money Receipts in original

9. All original Prescription of medicines & investigation which have been done attaching supportive advice of physician.

In case of Implant- sticker & tax Invoice with money Receipt in original. (For Cataract, Patient lens identification card mandatory).

10. X-ray report with plate (Compulsory for fracture cases).

11. Indoor case papers (ICP)

12. Original Hospital bill (Pre-printed numbered bill).

13. Original pre-printed numbered Hospital bill payment receipt.

14. First Doctor Consultation paper and all previous treatment papers

15. MLC/FIR copy compulsory for accident cases.

In accidental cases self statement/FIR/Medico legal report.

Other relevant documents pertaining to claim

#### **For claiming Domiciliary**

Provide the Domiciliary claim form, treating doctor's prescription, original bills for medicines and reports if any.

Please find the IRDAI claim form enclosed for your perusal.

**Communication and Escalation Matrix for Servicing PNB Employee & Retiree GMC Policies**

**HERITAGE HEALTH INSURANCE TPA PVT. LTD.** (IRDAI Licence No. 008)  
 Regd. Office : Mcleod House, 3 N.S. Road, Kolkata 700 001  
 Corporate Office : NICCO HOUSE 5th Floor, 2 Hare Street, Kolkata 700 001  
 Website: www.heritagehealthtpa.com

(24 x 7) Helpline : 033-40145200 / 033-40557600

(24 x 7) Toll Free No. : 18001024547

Email : **For Any Information** - pnb.heritage@bajoria.in

**For Any Complaint** - heritage.complaint@bajoria.in

**From 10 A.M. To 6 P.M. (Monday to Saturday)**

<b>Help Desk :</b>		
Concerned Person	Contact No.	Email
Aman Prince	8527005564	ibaclaims.heritage@bajoria.in
Abhishek	8178630136	ibaclaims.heritage@bajoria.in

<b>Others :</b>				
Department	Escalation Level	Concerned Person	Contact No.	Email
ID Card	I	Alok Sahoo	9831265100	asahoo@bajoria.in
	II	Saikat Bag	8101054462	heritageenrollment@bajoria.in
	II	Sandip Srivastava	9831056476	ssrivastva@bajoria.in
Cashless Facility	I	Arnab Kumar Das	6293759874	cashlesskolkata@heritagehealthtpa.co.in
	II	Kuntal Roy	9007001828	cashlesskolkata@heritagehealthtpa.co.in
Reimbursement	I	Rashmita Sahoo	6292321734	ibaclaims3.heritage@bajoria.in
	II	Preety Shaw	6292264913	ibaclaims.heritage@bajoria.in

<b>Nodal Officer :</b>			
Concerned Person	Contact No.	Email	Location
Sonali Das	6293759873	ibaclaims3.heritage@bajoria.in	Kolkata
Mr.Kamesh	8072992511	heritagechennai.iba@bajoria.in	Chennai
Vivek Kumar	9821517200	ibaclaims3.heritage@bajoria.in	New Delhi
Anil Yadav	9820547808	ayadav@bajoria.in	Mumbai
Manoj Shukla	9406768199	mshukla@bajoria.in	MP & Chattisgarh

<b>Grievance Redressal (Cashless) :</b>			
Escalation Level	Concerned Person	Contact No.	Email
I	Soubhagya Ranjan Das	8777033755	srdas@bajoria.in
II	Dr.Suman podder	9831650852	cashlesskolkata@heritagehealthtpa.co.in

<b>Grievance Redressal (Reimbursement) :</b>			
Escalation Level	Concerned Person	Contact No.	Email
I	Vikash Kumar Singh	8527410585	vkumar@bajoria.in
II	Sangita Halder	9830105274	pnb.heritage@bajoria.in