

**PART A****Welcome to MAX Life Insurance**

<Name>  
 <Title of the Policyholder>  
 <Address 1>  
 <Address 2>  
 <City> --><Pin Code> --><State>

**Policy no.:** <Policy number>  
**Telephone:** <Telephone number>  
**Email id:** <Email address>

**Dear / Name of the Policyholder,**

Please accept my warm **Max Life Group Critical Illness Cover (Assured Benefit) Rider** from Federal New Partnership Group that life Premium Health Insurance plan. We request you to go through the enclosed Rider.

**What would be date of entry?**

The commencement of the Rider (indicated here with), if you make an application or entry, premium as follows:

1. Commence our coverage Subsidy at your upper amounts up to the Actual medical claims.

2. Renew the Rider from the lastifying the same.

**Consulting the Policy:**

We care that under the MaxLife we are completely satisfied with the Rider. You and/or the Member, have a period of 15 (fifteen) days (30 days if the Rider contains or describes the Subsidy instead thereof) from the date of receipt of the Rider/Confirmation of Insurance to review the terms and conditions of the Rider/Confirmation of Insurance. If you the Member disagree fully of the terms or conditions of the Rider/Confirmation of Insurance, please Member has an option to cancel the coverage. It also can file a claim of Insurance to us by sending the relevant documents for such disagreement or entries.

**Where free look cancellation is exercised by The** life Rider will commence before us and all rights, benefits and expenses under the Rider shall cease immediately. Thereafter, the cover is subject to existing MaxLife and continues under the terms of Conditions of Insurance. So, dear Member which is similar under the Rider.

**Where free look cancellation is exercised by Member**, Committee of Insurance shall commence before us and all rights, benefits and expenses under the Rider shall cease immediately. We will only release the Rider Premium immediately to us for the exercise after satisfying the premium-for-risk ratio Premium for the period of cover, charges of acquisition paid and the expenses incurred on medical examination of the Member(s). If any.

**Being new  
prospective**

We are committed to giving you honest advice and offering you competitive coverage, maximum and minimum solutions based on the highest standards of customer service. We will be delighted to assist you prior to purchase or clarification you may require about your Rider or other related services or the add-on mentioned below. We look forward to helping you pursue for us.

From: **MAXLIFE**  
**Max Life Insurance Co. Ltd.**

<NAME>  
 <DESIGNATION>

**Agent / Intermediary detail: <Name>, <Code>, <Address>, <Contact>**

Max Life Insurance Company, Limited, Plot No. 98C, Sector 18, Gurgaon, 122015, Haryana, India  
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EDGEREADABLE

**MAX LIFE INSURANCE COMPANY LIMITED**

Regd. Office: 4/F 78a Shatin High Tower, Shatin, New Territories, Hong Kong, P.R.C.

**Max Life Group Critical Illness Secure (Accidental Benefit) Rider**

Non-Signed Non-Participating Group Plan Rider, Premium Death Benefit Rider

L-R1-1843022310

Max Life Insurance Company Limited has assumed over the conduct of insurance on the basis of the information given in the Proposed Policy number and the Premium quoted, documents, reports or other documents and declarations made at time of or before of the premium for effecting a life insurance contract on the basis of the terms stated in the Schedule.

"We agree to pay the benefit under the Rider on the happening of the insured event, while the basic Policy is in force, subject to the terms and conditions stated herein."

**Max Life Insurance Company Limited**

Play of Answer: Computer, Atoms

## INSURER SCHEDULE

### 1. DETAILS OF BASE POLICY AND RIDER

**BASE POLICY** – MAX LIFE CLASSIC | MAX CLASSIC

**TYPE OF BASE POLICY** –  Individual

**BASE POLICY NO.** – 14

**PROPOSAL NO./N.**

**DATE OF CONSIDERATION OF RISK UNDER BASE POLICY (M)**

**OWNER/POLICYHOLDER (M)**

**OFFICE DETAILS**

**BASE POLICY TERM**

**RIDER NAME** – Max Life Group I Health Benefit Rider | Additional Term H Rider

**TYPE OF RIDER** –  Rider from Participating Max Life Risk Protection Health Benefit Rider

**RIDER CIN** – 1400000000000000

**RIDER TERM**

**IDENTIFICATION SOURCE & ID NO.**

**Details of Member as at the Effective Date of Coverage, as per Register of Members provided by Shareholder/Policyholder**

**AGE/RID (M) (for all members/riders purpose) (as on Issue Policy)**

**TEL. NO.** / Name of Issue Policy

**MOBILE NO.** / Issue of Issue Policy

**EMAIL** / Name of Issue Policy

**Marital Status under Rider**: N/A

**Sex on which Survival Benefit is payable under Rider**: M

**Death Benefit Option chosen under issue Policy**:  Death Benefit  Death Benefit

**NAME OF THE INSURANCE AGENT/INSURANCE INTERMEDIARY**

**INSURANCE AGENT/INSURANCE INTERMEDIARY LICENSE NO.**

**INSURANCE AGENT/INSURANCE INTERMEDIARY CODE**

**ADDRESS:**

**TEL. NO.:**

**MOBILE NO.:**

**EMAIL:**

**Details of Sales Person (or Admin Name/Officer)**

### II. ELIGIBILITY CRITERIA

**Eligibility criteria for admission in the group and other specifications and conditions (The eligibility criteria are to be mentioned on a case specific basis – below is only an indicative list)**

- (i) There should be a valid relationship between individual Member and the Max Life Policyholder.
- (ii) The Max Life Policyholder would be the authorized person to act on behalf of all Members of group for the purpose of this Rider.
- (iii) The premium should not be formed for the sole purpose of taking the insurance coverage under this Rider.

### III. DETAILS OF POLICY COVERAGE

**Number of Members Admitted as on the Date of Commencement of Risk / Effective Date of Coverage (M)**

**Total Rider Sum Assured (M)**

**Total Rider Premium (M)**

**Extra Rider Premium (M)**

**Total applicable Total sum assured (M)**

**Critical illness coverage applied (Total Rider sum assured and Extra Rider Premium)**

**II. Details of Members**

Society	Number of Members	State Premium Amount (INR)	State Premium (INR) A	State Premium (INR) B	Applicable Commission & Broker (INR) C	Total State Premium along with State Premium and applicable com. values and broker possible (INR) D = (A+B+C)
Mrs. L.R. Group Official State Premier (maximum) Benefit Rate						

## PART II

### DEFINITIONS APPLICABLE TO THIS POLICY

The words and phrases listed below shall have the meanings attributed to them wherever they appear in this Policy unless the context otherwise requires. The words and terms not so defined, will derive their meaning from the usual English language.

1. **"ACCIDENT"** shall mean a sudden, unforeseen and involuntary event caused by chance, violence and/or means;
2. **"Age"** means Member's age on last birthday as on the Date of Commencement of Policy;
3. **"COMMITTEE"** means Manager, Committee, or other committee constituted, independently, or otherwise, by the Board of Directors of a managing corporation or company which is incorporated to manage affairs of one or more of them;
4. **"COPICLIC® EYESCREEN"** shall be the true Diagnosis of the Member with any of the clinical or the laboratory evidence of any of the common medical procedures/treatments, as referred in Annexure I to this Policy, by a Medical Practitioner in respect of the Member during his/her life;
5. **"Date of Commencement of Policy under this Policy"** means the date as specified in the Schedule, on which the coverage under this Policy commences;
6. **"Diagnosis"** or **"Diagnosed"** means the definitive diagnosis made by a Medical Practitioner, using State-of-the-art medical, clinical, and technological or laboratory evidence acceptable to it's present the value of accurate and assessed by the concerned Medical Practitioner. In the event of any dispute regarding the representation or correctness of the Diagnosis, We will have the right to call for an examination of the Member and/or his/her doctor and/or an expert at such diagnosis, by an independent expert selected by us. The opinion of such an expert as to such Diagnosis shall be binding on both You and Us;
7. **"Early Death Premium"** means an additional amount charged by us, as per the basic approved Underwriting Policy, which is determined on basis of death rates made by You including the known or market information, if any, of the Member or relative to the Policy;
8. **"Final Wholesome Death"** means an event by which, performance of any of the objectives are breached or breached as a consequence of any act of God, War, Riot, Strike, Flood, Fire, Lightning, or explosion by us (or government or other authority or any representative thereof) (hereinafter referred to as "Force Majeure");
9. **"Termcast"** means a period of 21 (Twenty-one) (21) days if the Policy/Certificate of Insurance has been issued through electronic medium (e.g. By any mode of communication other than by post or the physical delivery of Certificate of Insurance to the home and/or office of the Member/Holder of Insurance). If You, the Member, choose to vary the term of existence of the Policy/Certificate of Insurance, You/Member has an option to retain the original Policy/Certificate of Insurance for 21 days by making the alternative choice for such a premium as you require;
10. **Where this Policy is maintained by You**: the Policy shall commence from the date and time, from the last instance when such cause immediately thereafter, the cause ceases to exist. Member will continue as per the terms of Conditions of Insurance. Further Member will be entitled until the date:

  - a. **Where this Policy is surrendered by Member**: Certificate of Insurance shall terminate forthwith out of force, benefits and liabilities shall cease immediately. We will only refund the Policy Premium required by us for that Member, after deducting the premium paid by Member for the period of issue, creation of sum, fully paid and the amount incurred on making a claim on behalf of the Member, if any.
  - b. **"TERMINATION"** receives the Insurance Boundary and Development Authority of India;
  - c. **"Medical Practitioner"** means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for homoeopathic art or by the Government of India or by a State Government and is entitled to practice medicine within its jurisdiction and is acting within the scope and jurisdiction of law, given permission by Medical Practitioner to use the Member or You or your or their name of the Member or You or as employed by either You or the Member;
  - d. **"Member"** means the person named in the Schedule, on whom 100% the Policy is offered;
  - e. **"Policy"** means the basic policy contract of insurance entered into between You and Us as specified in the Schedule;
  - f. **"Policy"** means the basic insurance contract whose term and conditions;
  - g. **"Policy Premium"** means the amount payable to us by You and the Member, with due care, to it to ensure the benefits (benefits under the Policy and expenses and expenses payable to applicable taxes, rates and charges);
  - h. **"Policy Year"** means one year under the basic Policy, as specified in the Certificate of Insurance, which is payable for the entire term of the Policy. The initial Term of the contract is said to be the second year of the basic Policy. The following three further renewal options under the basic Policy shall be available under this Policy to the Member:

    - i. **"Decreasing Rider Sum Assured"** covers the Rider that decreases total sum assured as per the reduction in cash value of insurance;
    - j. **"Level Rider Sum Assured"** covers the Rider that covers as per the amount specified in each certificate of insurance issued by the State Life Assurance Corporation unchanged during the Rider Term;

  - k. **"Rider Term"** means the term of the Rider as indicated in the Schedule;
  - l. **"Rider"** means the Rider voluntary and/or non-voluntary attached to and forming part of the Policy and may consist of Schedule A, Part A, Part B, the Schedule B and C;
  - m. **"Underwriting Policy"** means an underwriting notice approved by the board of directors;
  - n. **"We", "Us" or "Our"** mean Max Life Insurance Company Limited; and
  - o. **"You", "Your" or "Max Lifeholder"** means the policyholder or named in the Schedule, who has issued this Policy to us.

## PART C

### **BIGGER FEATURES, BETTER & SINGER PREMIUM PAYMENT PROCEDURES**

#### **2. ELIGIBILITY FOR BIGGER BENEFITS**

- 1.1. The Member must be at least 18 Age 18 (Eighteen) years on the Date of Commencement of Risk under this Policy.
- 1.2. The Member must not be more than Age 49 (Forty-Nine) years on the Date of Commencement of Risk under this Policy.
- 1.3. The Member must not be more than Age 77 (Seventy-Seven) years on the expiry of the Policy Term.

#### **3. BIGGER BENEFITS**

##### **3.1. Assured Critical Illness Benefits**

- 3.1.1. In case the Member is diagnosed with a Critical Illness (as specified in the Policy Period) (as defined subsequently) starting the Policy Term, We shall pay except of a written request from You or the insured Member pay the applicable Risk Benefit amount as specified in the Certificate of Insurance the Member, subject to the rules and the basic Policy being in force.
- 3.1.2. The Member's payout under the Basic Policy will be reduced by the extent of the amount already paid under the additional Critical Illness Benefit under this Policy. The revised basic sum assured as mentioned in the Certificate of Insurance will continue until paid out the basic coverage term, provided the basic Policy is in force.
- 3.1.3. The increased Critical Illness Benefit does not provide for additional benefit for any one disease the benefit paid to under this Policy.
- 3.1.4. We will make payment under this Policy on a once during his lifetime of a Member.
- 3.1.5. Not any claim is to be valid under this Policy if the incidence of the condition starts to the first occurrence in his lifetime of the Member.
- 3.1.6. Apart from the exclusions contained in Section 3.1.8 conditions applicable to the Basic Benefit, there are other exclusions for Critical Illness as mentioned in Annexure I. For all such exclusions notwithstanding in Annexure I, the Member will not be entitled to the additional Critical Illness Benefit.

##### **3.1.7. Coverage Options**

- 3.1.7.1. The following Critical Illness coverage options are available under this Policy. The Policyholder may choose one or both of the following critical illness coverage option under this Policy only at present stage for the Member:

No.	Critical Illness Coverage Option	Critical Illness Covered
1	Standard Option	If the Member is diagnosed, 10 Critical Diseases listed under this policy covering the table presented in Annexure I shall be covered under this Policy.
2	Gold Option	If the option 10+6 (16 Critical Diseases listed under Table 1 and 6 Critical Diseases listed under Table 2) is selected as per Annexure I shall be covered under this Policy.

- 3.1.7.2. The Member shall have the option to choose the coverage option only one of the Critical Illness coverage option available to You at the time. For example, if Gold option has been chosen by You then Gold option is available to the insured Member. Standard, 10 basic and Gold options are chosen by You then Member may choose any one of the Critical Illness coverage option.

##### **3.1.8. EXCLUSIONS APPLICABLE TO THIS POLICY**

The following exclusions are applicable to the benefits provided under this Policy:

- 3.1.8.1. No Critical Illness Benefit shall be payable if the Critical Illness is Diagnosed within 180 days from the Date of Commencement of Risk under this ("Waiting Period"). In such case the associated Critical Illness Benefit will terminate and the will terminate instant and correspondingly to the risk benefit.
- 3.1.8.2. No Critical Illness Benefit shall be payable in respect of any Critical Illness that was Diagnosed before the Date of Commencement of Risk, under this.

- 3.1.8.3. **Other Exclusions** this shall not be liable to make any payment under this Policy if the insured Critical Illness of the Member cannot directly or indirectly from any one of the following clauses:
  - i. Any Pre-existing disease, which would create any condition, disease, injury or illness:
    - a. That state diagnosed by a Physician within 45 months prior to the effective date of this Policy (i.e. Date of Commencement of Risk under this Policy);
    - b. For which medical advice or treatment has been accepted by, or received from, a Physician within 45 months prior to the effective date of this Policy (i.e. Date of Commencement of Risk under this Policy);
    - c. From a competent Authority which is in the public and accessible part of the body;
  - ii. The member takes medical measures in order to consume the "Waiting Period";
  - iii. Insured self-inflicted, suspicious, interrupted suicide whether the insured is sane or insane;
  - iv. Insured or induced death or taking of drugs, medicine or performance enhancing substances whose value is in accordance with the law of the place and consumption of a medical practitioner;
  - v. war, invasion, act of terrorism,暴乱,暴动,叛乱, revolution, insurrection, riot, civil commotion, riot, civil unrest, civil strife, rebellion, revolution, insurrection, riot, civil commotion, civil strife;
  - vi. Injury due to any social, military or war-time operations during peace time;
  - vii. Death caused by the Member is committed or attempted with criminal intent;

- (i)故意或過失犯下或導致或引起任何火災或爆炸，包括但非限於：縱火、玩忽或蓄意點燃或引發任何起火點的行為；或因縱火、玩忽或蓄意點燃或引發任何起火點而導致或引起任何火災或爆炸。
  - (ii)故意或過失犯下或導致或引起任何核子反應爐、核子反應爐相關設備、核子反應爐相關材料、核子反應爐相關零件，或同類型之設備。
  - (iii)核子反應爐、核子反應爐相關設備、或任何核子反應爐相關零件或材料之損壞或毀滅。
- 2.1.8.8 These exclusions are applicable only in the State and not in the Raaj Policy.
- 2.1.8.9 If any of the exclusions is found at underwriting stage, then the State will not be issued. However, if any exclusion is accepted as per Underwriting Policy, the claim will not be excluded on account of the exclusion.

## **2.2 Death Benefits:**

No death benefits payable under the Policy.

## **2.3 Disability Benefits & Survival Benefits:**

No Disability & Survival Benefits are payable under the Policy.

## **2.4 Hospitalisation Benefits:**

No Hospitalisation Benefits shall be payable under this Policy.

## **3 PREMIUM:**

You must pay regular Premium as per the Instructions of the Policy.

## **4 LAPISATION OF POLICY:**

Subject to a single Premium Policy, the Policy shall not lapse during the Valid Term provided the State and the Raaj Policy are in force.

## **5 REDEMPTION OF COVERAGE:**

This Policy shall not automatically end by the Raaj Policy, unless otherwise.

## PART D

### TERMINATION CRITERIA APPLICABLE TO THIS RIDER

#### 1. SURRENDER VALUE

- 1.1 If a Member surrenders the Rider before maturity or otherwise, a surrender value under Rider benefit would be paid. The Rider surrenders value payable at any point of time during Rider Term in months) / Total Rider Term in months) \* (Rider G.I. premium amount at time of Surrender : Rider G.I. premium).

Surrender value = 70% of Premium paid for year 1 (1st premium Rider Term in months) / Total Rider Term in months) \* (Rider G.I. premium amount at time of Surrender : Rider G.I. premium).

- 1.2 The Member can surrender this Rider only when the Rider Policy is surrendered and not alone.

#### 2. REVIVAL OF THE RIDER

Revival of the Rider policy is not allowed under this Rider.

#### 3. PAYMENT OF RIDER BENEFITS

- 3.1 The benefits under this Rider shall be payable only on submission of satisfactory proof of the Member's **Diagnosis of Critical Disease** to us. The Member under this Rider will be provided with Member cover Note or Member's written request and addressed to the assigned physician.

- 3.2 Once the benefits under this Rider are used by the Member, the Rider will terminate and the same shall constitute valid discharge of this benefit under this Rider.

#### 4. TERM, RENEWAL AND TERMINATION OF RIDER

- 4.1 This Rider shall commence to be in force for the term as mentioned in the Schedule From the Date of Commencement of Risk.

- 4.2 The maximum coverage of a Member under this Rider shall automatically terminate on the occurrence of any one of the following events during the Rider Term:

4.2.1 the Member's death;

4.2.2 an insurable disability under this Rider;

4.2.3 on the latest birthday attained Age of 77 (Seventy-Seven) years;

4.2.4 any Critical Disease occurring within Twenty Five (25) days from the date we will refund the Rider Premium paid subsequently to the Rider benefit;

4.2.5 nonpayment of due Rider by the entire group;

4.2.6 unquarantine recoveries of the cover by 3's no proof of nonquarantine, fraud or non-disclosure subject to active AF of life Insurance for 10% as mentioned from premium base;

4.2.7 voluntary or forced resign from the Member for termination under the Rider policies;

4.2.8 on the date on which it receives a financial compensation measure from the Member;

4.2.9 on the expiry of the Rider Term for the Member;

4.2.10 on the date on which the Rider Policy has expired, terminated or surrendered for any reason whatsoever;

- 4.3 This Rider shall commence its insurance period at 31st Jan on the happening of the following events whichever is earlier that during the Rider Term:

4.3.1 on the date on which we receive a final administrative report from the Member the cause in respect of which the Member will continue to be part of P unit of Insurance;

4.3.2 on the expiry of the Rider Term;

4.3.3 on the date on which the Rider Policy has expired, terminated or surrendered for any reason whatsoever; or

4.3.4 cancellation of basic member report for cause basis of the Rider after the completion of the Financial period.

- 4.4 This Rider may be terminated by either You or us by giving 45 (forty-five) days prior written notice to the other party. In the event of such termination upto Member's coverage shall increase and the date of the expiration of the Rider Term.

- 4.5 Upon termination of this Rider or this Policy, no new premium application form or similar procedure will be accepted by us thereafter such termination, the all obligations in respect of the Member specified under the Rider or this Policy shall continue until the expiry of the period of existence of such Member or cancellation of the Certificate of Insurance by the Member, whichever is earlier.



PART II

FEES & CHARGES

APPLICABLE FEES, CHARGES UNDER THE POLICY

This Part II also includes information about how much premium health insurance cost, as Part II is an addition to the Policy.

## PART II

### GENERAL TERMS AND CONDITIONS OF THE POLICY

These general terms and conditions are applicable in addition to the general terms and conditions of the Issue Policy.

#### 1. TAXES

State or India Policy

#### 2. GRACE PERIOD

No grace Period shall be available under this Policy.

#### 3. CLAIM PROCEDURE

- 1.1. If the insured makes a claim request under this Policy, We shall be entitled to writing to accept of a claim for benefits under this Policy statement, within 30 (thirty) days from the date of diagnosis of the Critical Disease of the Member. We may at our discretion consider the claim by accepting a claim, if it is prior to a period starting from the date under this Policy that the date has also in a manner beyond its power, subject to such conditions as We may prescribe at the time. You should submit a claim within a claim as per the procedure and documents prescribed by us.  
1.2. For processing a claim request under this Policy, We will require all of the following documents:
  - 1.2.1. **Critical Disease certificate** issued by Doctor/Physician certifying the Critical Disease;
  - 1.2.2. **Insurance policies of the Member and**
  - 1.2.3. **any other documents/documents required by us for assessing and approving the claim request.**
- 1.3. You must not withhold the claim request documents from Us without HWL/India/Reinsurance/2003-4-100 since the same from any of the Insured and offices.
- 1.4. We reserve the right to examine the documents submitted by the Member and/or Insured for the cause of Critical Disease and take the action decided on compliance on the basis of the outcome of the documents of investigation, as the case may be. We shall only take the benefit under this Policy subject to the satisfaction:

  - 1.4.1. that the benefit is feasible payable as per the terms and conditions of this Policy; and
  - 1.4.2. of the regulations and conditions of this Policy.

- 1.5. Balance in the Insurance and Reinsurance, re-assigned circumstances such as non-payment of Premium/Maturity Premium, We may deduct in part or full of the premiums due under this Policy.
- 1.6. Underwriting member assumed in this Policy in case of health insurance group (or group insurance policies) whose administration by the following entities as principal and Master Policyholders/Forer or Bank of India (including National Grameen Bank) involving Corporation Banks, (ii) Non-Banking Financial Companies (NBFC), (iii) Co-operative Societies/Reserve Bank of India, (iv) National Housing Board (NHB) (v) Regional Housing Finance Corporation, (vi) National Institute of Small Business (NISB) and (vii) State Government agencies and (viii) State Banks sponsored by Reserve Bank of India (or centrally aided cooperative societies) in each and every state in India. As concerns individual, (ix) Life Insurance Corporation assumed in case of the Corporation, (x) SBI, (xi) ICICI life other entity as may be allowed by the IRDAI, the following condition shall apply to claims payable under this Policy:
  - 1.6.1. We may make the payment of non-existing Due Benefits services by You by Authorizing them via claim process and pay to under the Policy, in accordance with the IRDAI guidelines as amended from time to time provided that Member provide information to us on the Member that provides for and authorizes claim on the term/Plan or at a later date. The balance of the claim payable by us will be made to the Member;
  - 1.6.2. You shall provide us details of the credit account maintained with respect to the Member as per the rules issued by IRDAI from time to time;
  - 1.6.3. We may at the time:
    - 1.6.3.1. audit or cause an audit into the accuracy of the credit account maintained by the Member in respect of which claim will be settled, on completion of every financial year and that audit or cause an audit into the accuracy of the credit account maintained by the Member furnished by You; or
    - 1.6.3.2. You shall provide a certificate from your insurer company authorizing that the reinsurance loss before loss above in the credit account maintained by the Member from a cover by per the conditions governing the credit account from insurer.

#### 4. DECLARATION OF THE CORRECT AGE AND GENDER

State or India Policy

#### 5. FRAUD, MISREPRESENTATION AND FORGERY

State or India Policy

#### 6. TRAVEL

There are no restrictions on travel.

#### 7. RESERVATION

State or India Policy

#### 8. AMENDMENT

Amendment is not permitted under this Policy.

#### 9. RISER CURRENCY

State or India Policy



## **II. ELECTRONIC TRANSACTIONS**

See our [E-mail Policy](#).

## **III. AMENDMENT**

See our [Policy](#).

## **IV. REGULATORY AND JUDICIAL INTERVENTION**

See our [Policy](#).

## **V. FORCE MAJEURE**

See our [Policy](#).

## **VI. COMMUNICATION & NOTICES**

See our [Policy](#).

## **VII. GOVERNING LAW AND JURISDICTION**

See our [Policy](#).



**PART C**  
**GRIEVANCE REDRESSAL PROCEDURE & COMPLAINTS DETAILS**

See our [SOP Policy](#).

## ADDENDUM-I

### List of Critical illness Covered and other exclusions

Options	Other Options	Gold Options
% of Critical illness covered	50%	50%
1. Cancer of specified cancers	Cancer of unspecified cancers	Cancer of unspecified cancers
2. Open Chest Clang	Open Chest Clang	Open Chest Clang
3. Broken/Cracked clavicle (fracture clavicle)	Broken/Cracked supporting shoulder (fracture)	Broken/Cracked supporting shoulder (fracture)
4. Permanent paralysis of limb	Temporary paralysis of limb	Temporary paralysis of limb
5. Loss of specified organs	Loss of specified organs	Loss of specified organs
6. Organ failure (Type 1 and Type 1B Specific Severity)	Organ failure (Type 1 and Type 1B Specific Severity)	Organ failure (Type 1 and Type 1B Specific Severity)
7. Stroke resulting in Permanent Sequelae	Stroke resulting in Permanent Sequelae	Stroke resulting in Permanent Sequelae
8. Major organ/liver/kidney transplant	Major organ/liver/kidney transplant	Major organ/liver/kidney transplant
9. Loss of limb	Loss of limb	Loss of limb
10. Paraplegia or Tetraplegia	Paraplegia or Tetraplegia	Paraplegia or Tetraplegia
11.	Apoplexy (stroke)	Apoplexy (stroke)
12.	Diabetic ketoacidosis	Diabetic ketoacidosis
13.	Stroke (ischaemic) - Subarachnoid Haemorrhage	Stroke (ischaemic) - Subarachnoid Haemorrhage
14.	Type 1 Diabetic Mellitus	Type 1 Diabetic Mellitus
15.	Type 2 Diabetic Mellitus	Type 2 Diabetic Mellitus
16.	Type 1 Heart Septal缺损 or Type 2 Heart Defect	Type 1 Heart Septal缺损 or Type 2 Heart Defect
17.	Malocclusion with primary dentition	Malocclusion with primary dentition
18.	Malocclusion	Malocclusion
19.	Orthognathic Surgery	Orthognathic Surgery
20.	Major Head Trauma	Major Head Trauma

### 3. Cancer of Specified Severity

A malignant tumor characterized by the uncontrolled growth of malignant cells with invasion & destruction of normal tissue. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes carcinoma, lymphoma and leukaemia.

The following are included:

- All tumors which are biologically described as carcinoma in situ, invasive, pre-malignant, borderline malignant, low malignant potential, incapable of metastasis but can, at some time, including but not limited to carcinomatosis of breast, Fallopian tube, LSCC, CIN-3 and EBC-1.
- Any neoplasms that can cause either direct or indirect damage to any organ.
- Malignant melanoma that has not caused metastasis beyond the epidermis.
- All cases of the various solid tumors histologically classified as having a classic cancer quality class 1 or having progressed to a class 2/3/4/5 ICD-10 classification T200BB.
- All thyroid cancers histologically classified as T1N0M0/TNM1 (earliest stage) or before.
- Classical histiocytic leukemia (earlier than Histiocytosis X).
- Non-neoplastic proliferative lesions of the bladder histologically described as transitional cell or a similar classification.
- All large-cell basaloid thyroid tumor histologically classified as T1N0M0/TNM1 classification as having a classic quality (earlier than T200BB).

### 3. Open-Chest Clang

The usual underlying of bone surgery to correct fracture or venturing to end or non-union of original, by common sense terms include bone grafts (as a treatment) leading through the bone tissue or secondary disease (such as osteoporosis, bone tumor,

stroke. The diagnosis must be supported by a computer tomography and the resolution of stroke has to be confirmed by a radiologist in:

The following are excluded:

- Hypertension and/or any other hereditary conditions.

### **3. Kidney Failure requiring regular dialysis**

End stage renal disease presenting as chronic irreversible failure of both kidneys or function, as a result of which either regular renal dialysis or peritoneal dialysis or continuous ambulatory peritoneal dialysis is required and treatment has to be continued for a minimum period of 12 months.

### **4. Permanent Paralysis of Limbs**

Permanent loss of function of one or both of limbs, either as a result of injury or disease of the brain or spinal cord. A specialist medical practitioner must be of the opinion that the patient will be permanent with inability of function and there be present for more than 12 months.

### **5. Primary (Essential) Pulmonary Hypertension**

An unprovoked diagnosis of Primary (Essential) Pulmonary Hypertension by a Consultant or specialist in respiration/ cardiology with evidence of right ventricular enlargement and the pulmonary artery pressure above 3 times of the systolic blood pressure. There may be associated secondary physical impairment to the degree of at least Class IV of the New York Heart Association Classification (NYHA) of cardiac insufficiency.

The NYHA Classification of Cardiac Insufficiency are as follows:

- Class I: Normal function of physical activity. Considerable as rest, but less than ordinary activities causes exhaustion.

- Class II: Unable to engage in any physical activity without discomfort. Symptoms may be present even at rest.

Pulmonary hypertension associated with lung disease, chronic hypoxia, polycythemia, thromboembolic disease, drugs and tobacco abuse or the full scope of the basic syndrome from disease and any secondary cause are specifically excluded.

### **6. Myocardial Infarction (First Shows a mark of Specific Screening)**

The first occurrence of heart attack or myocardial infarction, which causes the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnosis for Myocardial Infarction should be confirmed by all of the following criteria:

- a history of typical clinical symptoms consistent with the diagnosis of Acute Myocardial Infarction (for e.g. typical chest pain)
- two characteristic electrocardiogram changes
- elevation of plasma troponin enzyme, Transaminase or other specific biochemical marker.

The following are excluded:

- Other non-Cardiac conditions
- Any form of atrial fibrillation
- Atrial or ventricular fibrillation or Torsades. If no ECG changes of major concern kept disease off following an emergency procedure.

### **7. Stroke resulting in permanent symptoms**

Any cerebrovascular event producing temporary neurological damage. The sudden infarction of brain tissue, hemorrhage or transient ischaemic attack, haemorrhage and embolism. Both an associated medical diagnosis has to be confirmed by a specialist medical practitioner and is defined by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain. Evidence of permanent neurological deficit lasting for at least 3 months has to be present.

The following are excluded:

- Transient Ischaemic Attacks (TIA).
- Transient injury of the brain
- Nonsurgical disease affecting only the eye or optic nerve or optic neuritis.

### **8. Major Organ/Bone Marrow Transplant**

The overall prognosis of a transplant of:

- One of the following: haematopoietic stem, bone marrow, peripheral blood stem cells and cord blood, failure of the relevant organ or
- Human bone marrow and haemopoietic stem cells. The diagnosis of a transplant has to be confirmed by a specialist medical practitioner

The following are excluded:

- Other non-cell transplants
- Whole body irradiation or Lupus Erythematosus are considered.

### **9. Multiple Sclerosis with Persisting Symptoms**

The unprovoked diagnosis of Multiple Sclerosis confirmed and addressed by all of the following:

- Neurologist must include two typical MRI findings which physically confirm the diagnosis to be Multiple Sclerosis and;
- There must be current clinical impairment of motor or sensory function, which must have persisted for a consecutive period of at least 3 months.

Unprovoked damage due to MS is excluded.

### 10. Surgery to Arms

Underlying of a diagnosis of, necessitates to result of contact an amputation, amputating, resection or resection of the arm(s) entirely. For very different, non-major the thoracic and shoulder arms not yet to prosthetic. Surgery performed using non-surgically technique or interventional techniques such as percutaneous endoscopy for amputee prosthesis are excluded.

### 11. Spinal Sprain

Unstable fracture of the spine/vertebrae with/without accompanying injury. The definite diagnosis must be confirmed by a medical practitioner and this condition has to be medically documented for a claim and to provide actual usage of treatment.

### 12. Severe Brain Tumor

Severe brain tumor is defined as a life-threatening non-cancerous tumor in the brain, cerebral tumor or meningioma within the skull. The diagnosis of the underlying tumor must be confirmed by imaging studies such as CT scan or MRI.

This condition has to result in at least one of the following and must be confirmed by a medical practitioner:

1. Permanent neurological deficit persisting clinical symptoms for a continuous period of at least 90 consecutive days or;
2. Undergone required resection or relevant therapy to treat the primary tumor.

The following conditions are excluded:

1. Fren. Granuloma, calcification in the pituitary area of the brain, hemangioma, gliomas, meningioma, tumors, nodules of skull bones and lesions of the meninges.

### 13. Cancer of Specified Severity

A form of cancerous disease with an absence or response to external assault or internal assault. This diagnosis must be supported by evidence of all of the following:

1. An temporary or external assault continuously three or less than 30 days;
2. Life supports measures are necessary to sustain life; and
3. Temporary separation of patient which occur for a minimum of four (4) days after the onset of the disease.

This condition has to be confirmed by a medical medical practitioner. Claims related to this section of this clause is excluded.

### 14. End Stage Liver Failure

Persistence and irreversibility failure of liver function that has resulted in all three of the following:

1. permanent encephalopathy;
2. ascites; and
3. hepatic encephalopathy.

Liver failure secondary to drug or alcohol abuse is excluded.

### 15. End Stage Lung Failure

This must have been, causing dyspnoea, hypoxemia failure, as well as evidence to all of the following:

1. FEV1 has results continuously less than 1 liter measurement 1-second, 7-months apart; and
2. Required continuous oxygen supplementation or (not therapy for bronchitis); and
3. Sustained arterial partial pressure of carbon dioxide (measured at 70 mmHg) or more (PaCO<sub>2</sub>) or less (PaCO<sub>2</sub>) than 35 mmHg; and
4. Hospitalized at least.

### 16. Open Heart Replacement or Repair of Heart Valve

The usual underlying of non-heart valve surgery, to replace or repair non-valve heart valves, as a consequence of disease or, deterioration of, or disease-related cardiac damage. The diagnosis of the valve abnormality must be supported by an advancement and the resolution of surgery has to be confirmed by a medical medical practitioner.

Catheter based interventions including but not limited to, balloon valvuloplasty or stenoplasty are excluded.

### 17. Loss of Limbs

The physical separation of bone or muscle tissue, at or above the solid or solidified limb as a result of injury or disease. This will include medically necessary amputation, resection or debridement. The condition has to be permanent without any chance of natural regeneration.

Loss of limbs resulting directly or indirectly from self-inflicted injury, violent or drug abuse is excluded.

### 18. Diabetes

Predi, permanent and uncontrollable loss of all vision in both eyes as a result of disease or, disease.

The illness is explained by:

1. continuous insulin therapy for 120 days or less than 120 days;
2. the total of sugar being less than 100mmol/L for 120 days.

The diagnosis of diabetes must be confirmed and must not be contradicted by any other medical procedure.

### 19. Third Degree Burns

There must be third degree burns with exceeding three percent (less than 20%) of the body's surface area. The diagnosis must confirm the condition is treated using standardly clinically accepted, safe, efficacious methods involving 10% of the body surface area.

### 20. Major Head Trauma

Accidental death injury resulting in permanent disability must be reported no later than 3 months from the date of the accident. This diagnosis must be supported by acceptable findings on Electrocardiogram, X-ray report and Tomography or other reliable imaging techniques. The Accident must be caused solely and directly by accidental, violent, assaultive and/or malicious acts independently of all other causes.

The Accidental Death injury must be an inability to perform at least three (3) of the following Activities of Daily Living either with or without the use of medical aid equipment, special devices or other aids and adaptations to aid the disabled person. For the purpose of this benefit, the word "person" must mean beyond the scope of ordinary non medical knowledge and terminology.

The activities of daily living are:

1. Walking: the ability to walk with or without (including sitting down and getting back up again) or walk independently by other means;
2. Dressing: the ability to put on, take off, adjust and undress all garments and, as appropriate, any braces, prosthesis, artificial limbs or other medical appliances;
3. Transferring: the ability to move from bed to chair or wheelchair and vice versa;
4. Mobility: the ability to move between rooms or areas in the home;
5. Toileting: the ability to use the facilities or otherwise manage bowel and bladder function; access to bathroom a sufficient level of personal hygiene;
6. Feeding: the ability to feed oneself over head low-level prepared meals as able.

The following are excluded:

- a. The usual and ordinary