

## CORONA RAKSHAK POLICY, NAVI GENERAL INSURANCE LIMITED

### PROSPECTUS

No one can predict when and how the virus SARS-CoV2 will attack anyone of us. Hence, having an insurance cover is a must during these tough times of COVID-19 outbreak so that an appropriate protection is in place for you and your loved ones too.

**Corona Rakshak Policy** is a benefit based Covid product that offers lumpsum amount which you can use however you want. This gives you flexibility to keep your finances on track so you can focus on recovery and on becoming mentally and physically well again.

This product is designed by IRDAI and hence the coverage and features of the product are uniform across the market.

#### **I. Features you'll appreciate**

1. **Coverages** – The policy provides **Covid Cover** that offers lumpsum amount equal to 100% of the Sum Insured upon positive diagnosis of COVID, requiring hospitalization for a minimum continuous period of 72 hours. The positive diagnosis of COVID shall be from a government authorized diagnostic centre.
2. **Sum Insured Options** – You have the option to choose the sum insured from ₹ 50,000 to ₹ 2.5 Lacs in the multiples of ₹ 50,000.
3. **Age Eligibility** - Minimum age at entry under this Policy is 18 years and maximum age at entry shall be 65 years. Proposer with higher age can obtain policy for adult members of the family, without covering self.
4. **Policy Period Option** - Policy can be issued with any of the below term based on your choice –
  - i. Three and half months (3 ½ months) = 105 days
  - ii. Six and half months (6 ½ months) = 195 days
  - iii. Nine and half months (9 ½ months) = 285 days
5. **Type of Policy** - This policy can be issued on an Individual Sum Insured basis only.

S. No.	Type of Policy	No. of Members Covered under the Policy
1	Individual	Self
2	Family (Non-Floater)	Self, Spouse, Children, Parents, Parents-in-law (age of all members should be 18 years and above)

Corona Rakshak Policy, Navi General Insurance Limited | UIN : NAVHLIP21105V012021

Registered & Corporate Office: Navi General Insurance Limited  
 402, 403 & 404, A & B Wing, 4<sup>th</sup> Floor, Fulcrum, Sahar Road, Next to Hyatt Regency, Andheri (E), Mumbai -400099  
 Toll-free number: 1800 123 0004 | Fax: 022-4001 8251 | Website: [www.naviinsurance.com](http://www.naviinsurance.com) | Email: [mycare@navi.com](mailto:mycare@navi.com)  
 CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

- 6. Geography** – Policy covers for event within the territorial limits of India. All payments under the Policy will be made in Indian Rupees.
- 7. Waiting Period** – We shall not be liable for any claim arising under the policy within 15 days from the first policy commencement date.

**Note** - All the waiting periods shall be applicable individually for each Insured Person and claims shall be assessed accordingly.

- 8. Premium** - The Premium charged on the Policy will depend on the Tenure and Sum Insured.

Premiums will be payable by Single premium mode only.

Refer to **Annexure 1 - "Rate Chart"**, attached along with this document for premium details.

- 9. Risk Loading** - We may apply risk loading on premium payable based on the information revealed in the Proposal Form and the current health status of the person.

The maximum risk loading for an individual shall not exceed 100%.

We will inform You about the applicable risk loading and issue the policy only when we receive your consent and applicable premium.

Conditions	Loading %
Use of Public Transport for daily commute in relation to office work or business	30%
In direct contact or living with the person who is recently confirmed as COVID positive	30%
Residence within 50 kms of domestic or international airport	10%
Return from overseas trip within past 10 days	20%
Diagnosed with COVID positive infection in the past but completely recovered now	-5%

- 10. Discounts under the Policy** - You can avail the following discounts on the applicable Premium on your Policy.

- i. **Navi Duniya Discount (Loyalty Discount):** 5% discount shall be offered on purchase of new policy if you are our existing customer.
- ii. **Direct Channel Discount :** A discount of 15 % will be offered, if the purchase of the Policy is done directly from Us.

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11. **Income Tax Benefit** - Premium paid under the Policy shall be eligible for income tax deduction benefit under Section 80 D as per the Income Tax Act, 1961. (Tax benefits are subject to change as per the tax laws).
12. **Cancellation** – We may cancel the Policy at any time on grounds of misrepresentation, non-disclosure of material facts, fraud by You, by giving 7 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

## II. What are the Exclusions?

We shall not be liable to make any payment under the policy, in respect of any expenses incurred in connection with or in respect of:

- 1) Investigation & Evaluation (Code- Excl04)
  - i. Expenses related to any admission primarily for diagnostics and evaluation purposes.
  - ii. Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment
- 2) Any diagnosis which is not related and not incidental to COVID is not covered in this Policy
- 3) Testing done at a Diagnostic centre which is not authorized by the Government shall not be recognized under this Policy
- 4) Any claim with respect to COVID manifested prior to commencement date of this policy or during the waiting period.
- 5) Cover under this Policy shall cease if You travel to any country placed under travel restriction by the Government of India.

## III. Claims Process

**Claim Intimation** – Upon the happening of the covered event, which may give rise to a claim under this policy, notice with full particulars shall be sent to Us within 15 days from the date of occurrence of the event / diagnosis of COVID.

**Document Submission** – Submit the following documents to Us within thirty days of date of discharge from hospital following positive diagnosis for COVID.

- i. Duly filled and signed Claim Form
- ii. Copy of Insured Person's passport, if available (All pages)
- iii. Photo Identity proof of the patient (if insured person does not own a passport)
- iv. Medical practitioner's prescription advising admission
- v. Discharge summary including complete medical history of the patient along with other details.
- vi. Investigation reports including Insured Person's Test Reports from Authorized diagnostic centre for COVID.
- vii. NEFT Details (to enable direct credit of claim amount in bank account) and cancelled cheque

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- viii. KYC (Identity proof with Address) of the proposer, where claim liability is above Rs 1 Lakh as per AML Guidelines
- ix. Legal heir/succession certificate, wherever applicable
- x. Any other relevant document required by our Claims team for assessment of the claim.

**Claim Settlement:** Claims shall be settled within 30 days of submission of all necessary documents / information. In case, the claim warrants an investigation, the same shall be completed within 30 days from the date you submit the last necessary document / information to us. In such cases, the settlement shall be within 45 days from the date of receipt of last necessary document.

In case, we fail to make payment within these timelines, we shall pay you interest from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.

The payment will be in Indian Rupees.

#### IV. How can I buy the Policy?

**Step 1:** Please read and understand the coverage, features, exclusions and premium details before buying the Product.

**Step 2:** If the terms / conditions of the product are agreeable, fill the Proposal Form wherein details of the prospective Insured persons including medical information must be provided as accurately as possible.

**Step 3:** Based on the above information, we will process your proposal for Insurance and a Policy kit containing the Policy Schedule, Policy Wordings and associated documents will be sent to you.

In case we are unable to underwrite i.e. if the Proposal is rejected, we will intimate the same to you promptly.

#### V. Grievance Redressal Procedure

At Navi General Insurance, we want your relationship with insurance to soar beyond what you've experienced yet. To understand, appreciate, and enjoy insurance—we're here for you. However, if You aren't satisfied—please feel free to connect with us on the following channels.

- a. Call Us on Our Toll Free 1800-123-0004 (From 8 am to 8 pm) for any queries that You may have!
- b. Email Your Policy related queries to [mycare@navi.com](mailto:mycare@navi.com)
- c. For Senior Citizens, we have a special cell and Our Senior Citizen customers can email Us at [seniorcare@navi.com](mailto:seniorcare@navi.com) for priority resolution
- d. Visit Our website [www.naviinsurance.com](http://www.naviinsurance.com) to register & track Your queries
- e. Please walk in to any of Our branches or partner locations

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f. You can also dispatch Your letters to Us at:

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Andheri (E),  
Mumbai - 400 099

We request You to please mention Your complete details: Full Name, Policy Number and Contact Details in all Your communications, to enable Our customer experience expert to connect with You and provide You with the quickest possible solution.

We'll make sure to acknowledge Your service request within 3 working days—and try and resolve it to Your satisfaction within 15 working days. That's a promise!

### **Escalation**

#### **Level – 1:**

While We attempt to give You best-in-class and prompt resolution for any concerns—sometimes it may not be perfect. If You felt that You weren't offered a perfect resolution, please feel free to share Your feedback to Our Customer Experience team at [Manager.CustomerExperience@navi.com](mailto:Manager.CustomerExperience@navi.com)

#### **Level – 2:**

If You still are not happy about the resolution provided then You may write to Our Head Customer Experience and Grievance Redressal Officer at [Head.CustomerExperience@navi.com](mailto:Head.CustomerExperience@navi.com) or contact GRO at 022 - 40018100.

#### **Level 3**

If you are not happy with the resolution, you may approach IRDAI by calling on the Toll Free no. 155255 (or) 1800 4254 732. You can also register an online complaint on the website <http://igms.irda.gov.in>.

If your concern still remains unresolved after having followed the above three escalation procedures, then you may please approach the Insurance Ombudsman for Redressal. To know who your Insurance Ombudsman is, please refer to Our website at [www.naviinsurance.com](http://www.naviinsurance.com)

**Ombudsman & Addresses:** Refer the link - <http://ecoi.co.in/ombudsman.html>

**Disclaimer:**

This is only a summary of the product features. The actual benefits shall be described in the policy, and will be subject to the policy terms, conditions and exclusions.

For more details on risk factors, terms and conditions, read the sales brochure carefully before concluding a sale.

**IRDA Regulation No. 17**

This Policy is subject to regulation 17 of IRDAI (Protection of Policyholder's Interests) Regulation 2017 or any amendment thereof from time to time.

**Prohibition of Rebates: Section 41 of the Insurance Act, 1938 (and amendments thereof)**

- 1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.
- 2) Any person making default in complying with the provisions of this section shall be liable for penalty which may extend to ten lakh rupees.

## Annexure 1 – Rate Chart

### Office Premium (Pre Tax Rates):

#### Office Premium for the policy duration of 9.5 months

Sum Insured / Age band	50,000	1,00,000	1,50,000	2,00,000	2,50,000
18 - 20	1,022	2,044	3,066	4,088	5,110
21 - 25	1,752	3,504	5,256	7,008	8,760
26 - 30	1,752	3,504	5,256	7,008	8,760
31 - 35	1,752	3,504	5,256	7,008	8,760
36 - 40	1,752	3,504	5,256	7,008	8,760
41 - 45	1,825	3,650	5,475	7,300	9,125
46 - 50	1,898	3,796	5,694	7,592	9,490
51 - 55	2,117	4,234	6,351	8,468	10,585
56 - 60	2,190	4,380	6,570	8,760	10,950
61 - 65	2,482	4,964	7,446	9,928	12,410

#### Office Premium for the policy duration of 6.5 months

Sum Insured / Age band	50,000	1,00,000	1,50,000	2,00,000	2,50,000
18 - 20	852	1,703	2,555	3,407	4,259
21 - 25	1,460	2,920	4,380	5,840	7,300
26 - 30	1,460	2,920	4,380	5,840	7,300
31 - 35	1,460	2,920	4,380	5,840	7,300
36 - 40	1,460	2,920	4,380	5,840	7,300
41 - 45	1,521	3,042	4,562	6,083	7,604
46 - 50	1,582	3,164	4,745	6,327	7,908
51 - 55	1,764	3,528	5,293	7,057	8,821
56 - 60	1,825	3,650	5,475	7,300	9,125
61 - 65	2,069	4,137	6,205	8,273	10,342

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Office Premium for the policy duration of 3.5 months

Sum Insured / Age band	50,000	1,00,000	1,50,000	2,00,000	2,50,000
18 - 20	568	1,136	1,704	2,271	2,839
21 - 25	974	1,947	2,920	3,894	4,867
26 - 30	974	1,947	2,920	3,894	4,867
31 - 35	974	1,947	2,920	3,894	4,867
36 - 40	974	1,947	2,920	3,894	4,867
41 - 45	1,014	2,028	3,042	4,056	5,070
46 - 50	1,055	2,109	3,164	4,218	5,272
51 - 55	1,176	2,352	3,529	4,705	5,881
56 - 60	1,217	2,434	3,650	4,867	6,084
61 - 65	1,379	2,758	4,137	5,516	6,895

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