

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITEDRegistered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease **COVID-19**.

A specialized Health insurance cover for Novel Corona Virus (nCoV) (COVID-19) provides a financial protection to the Insured at the time of emergency resulting in lesser impact on his/her finances.

Chola MS COVID-19 is an Insurance Cover intended to provide a Lumpsum benefit if the Insured is diagnosed with Novel Corona Virus (Covid-19) during the policy period.

The Cover under this Policy is on Fixed benefit basis.

1. Persons who can be covered:

- This Insurance is available to persons aged between 03 months and 65 years (Completed age) at the commencement date of this policy.
- The Proposer should be minimum 18 years on the Commencement date of the policy
- Maximum entry age for Children would be 25 years (Completed Age)
- Insured can avail cover for Self and his or her family members as follows: Spouse, Dependent Children upto 2 and Parents on Individual Sum Insured Basis.
- Each Covered person will have an independent Sum Insured limit within the same policy.
- Age means completed years on last birthday as per the English Calendar regardless of the actual time of birth, at the time of commencement of Policy Period. For example, age of 65 years would mean 65 years and 364 days.
- Only one policy shall be allowed for one Insured person.

2. Policy Tenure:

- This policy can be availed for a policy term of 1 Year

3. Scope of Cover:

Type of Cover	Coverage	Sum Insured Options (in Rs.)
Base Cover	LUMPSUM benefit equal to 100% of Sum Insured on diagnosis of COVID-19	Rs. 10K, 20K, 30K, 40K, 50K
Optional Covers (on payment of additional premium)		
1. Daily Cash Benefit	Daily benefit for every completed 24 hours of hospitalisation or quarantine for diagnosis or suspected COVID-19 upto a maximum of 15 days	Rs.250/-, Rs. 500/-, Rs.750/-, Rs.1000/- This benefit is over and above the Base Sum Insured
2. Loss of Job	50% of the chosen base Sum Insured per month upto a maximum of 3 months towards Loss of Job	50% of Base Sum Insured - This benefit

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Registered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

	due to Diagnosis or Quarantine for confirmed COVID-19	is over and above the Base Sum Insured
--	---	--

Note: Daily Cash Benefit opted shall be applicable at policy level and shall not vary for the individuals covered under a single policy.

Special condition applicable to the policy:

On payment of claim under Base Cover during the policy period, the base cover will stand terminated. However the cover in respect of optional benefits, shall continue till the expiry date mentioned in the policy schedule or occurrence of a claim under optional cover.

Specific Conditions and Exclusions applicable to Optional Covers:

1. DAILY CASH BENEFIT:

a. Specific condition applicable to Daily Cash Benefit:

- i. The daily benefit shall be paid for every completed 24 hours of hospitalisation or quarantine upto a maximum of 15 days.
- ii. Prescription of Quarantine has to be done by authorized centers as declared by Union Health Ministry of India.

b. Specific Exclusions applicable to Daily Cash Benefit:

The policy does not cover any losses caused due to the following:

1. Self-Quarantine by the Insured
2. Quarantine advised by any unauthorized testing center
3. Quarantine/Isolation at any unauthorized center
4. Self-Isolation during lock-down
5. Any exclusion mentioned in the 'General Exclusions' section of this Policy.

No cashless facility shall be available under this benefit.

2. LOSS OF JOB COVER:

a. Specific Conditions applicable to Loss of Job Cover:

- i. Prescription of Quarantine has to be done by authorized centers as declared by Union Health Ministry of India.
- ii. The Insured should be a salaried employee
- iii. Insured shall be a permanent employee of the organization working on a full time basis and such employment has been in force for a continuous period of 12 months.
- iv. Benefit under this section shall be paid only once after the commencement of Loss of Job till the reinstatement of employment with the same employer or new employer or upto a maximum of 3 months whichever is lower at the end of the continuous period of unemployment of 3 months;
- v. This is onetime benefit applicable for the entire tenure of the Policy and shall terminate upon payment of this benefit;

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Registered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

b. Specific Exclusions applicable to Loss of Job Cover:

The policy does not cover any losses caused due to the following:

- i. Any Termination, dismissal or temporary suspension from employment for reasons other than the above;
- ii. Unemployment at the time of inception of the Policy or arising within the first 15 days of inception of the Policy Period.

This benefit is over and above the Base Sum Insured.

4. Waiting Periods & Exclusions:

A. Waiting Periods:

Waiting Period: The Company shall not be liable for any claim arising for Novel Corona Virus (nCoV) (COVID-19) within 16 days from the first policy commencement date with Us.

B. General Exclusions:

The policy does not cover any losses caused due to the following:

1. Any condition for which the insured had signs or symptoms, and/or was diagnosed, and/or received medical advice/treatment within the waiting period.
2. Testing done in a centre other than the ones authorized in India
3. Any person who was tested positive for COVID-19 before commencement of the policy with us /who has had an episode of COVID-19 in the past and fully cured.
4. Diagnosis and treatment outside India.
5. Any treatment taken on OPD basis
6. If the Insured has travelled outside India within last 3 months.
7. Treatment in any hospital or any other provider network that We blacklisted as listed in our website www.cholainsurance.com. However, this exclusion will not apply in case of emergency hospitalisation, subject to verification of claim.

5. Pre-Policy Health Checkup:

- No Pre-Policy Medical Checkup is applicable.

6. Premium Payment & Applicability of Section 80-D:

- Single Premium Payment prior to commencement date of the policy
- Taxes as applicable are to be charged on the premium payable.
- The premium paid under this policy for Self, Spouse, Children, and Parents is eligible for deduction under Section 80D of Income Tax Act.
- AML norms as per IRDA guidelines currently in force shall be insisted upon.

7. Claim procedure:

a. Claims notification:

Upon diagnosis / occurrence of the Insured events opted under the policy, the insured/claimant should intimate the claim to Chola MS within 7 days by telephone through toll free number

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Registered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

(1800-208-5544) or in writing by email (customercare@cholams.murugappa.com) / letter). The intimation should contain the following information:

- Insured details (Name /Age/Gender)
- Contact no & E-Mail ID
- Policy Number
- Date of Diagnosis / Loss of Job (as per covers opted)
- No. of days of hospitalisation/Quarantine for Daily Cash Benefit (if opted)

b. Claims procedure:

- The insured / claimant shall provide the Insurer with details of the claim to be paid listed below under claim documentation of the policy within 30 days from the date of discharge of the defined illness/ loss of job. Failure to furnish such details within such time as required shall not invalidate or reduce the claim, if the Insured person is able to satisfy the Company that it was not reasonably possible to do so within such time.
- The Insurer shall be under no obligation to pay or arrange to make payment for any claim until and unless it is satisfied as to the validity of the Insured Person's claim, and may for these purposes require the Insured Person to be examined by a medical advisor nominated by the Insurer as often as and to the extent that either considers to be reasonably necessary.
- The Insurer shall only make payment to the insured person or nominee whose name is mentioned in the Policy Schedule.
- The insured shall obtain and furnish to the Company copy of all bills, receipts and other documentation upon which a claim is based. Except in cases where a fraud is suspected, ordinarily no document not listed in the policy terms and conditions shall be deemed 'necessary'.

c. Claims documentation :

Following documents are to be submitted for processing of the claim along with the duly filled & signed claim form by the insured / nominee in addition to the documents listed in the table:

- KYC of the Insured or the nominee / legal heir in case of death of the Insured.
- Account details with proof for NEFT of the Insured or nominee / legal heir in case of death of the insured, i.e. cancelled cheque, passbook copy has to be submitted with the below listed claim documents.

Base Diagnosis Benefit	1. Diagnostic Test confirming the existence of Novel Corona Virus (nCoV) (COVID-19) from authorized centres as declared by Union Health Ministry of India
Daily Cash Benefit	1. Detailed discharge summary or Quarantine Report provided by the Hospital/Authorised Center

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Registered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

Loss of Job	<ol style="list-style-type: none">1. Appointment Letter of the insured confirming his permanent Employment (and should not be under Probation period)2. Past 6 Months Salary Slip3. Certificate from the employer confirming the reason for Permanent dismissal or Temporary suspension
-------------	---

a) Claim Settlement:

1. We shall settle claims, including its rejection, within thirty days of the receipt of last 'necessary' document.
2. However, where the circumstances of a claim warrant an investigation in the opinion of the insurer, 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.
3. In case of delay in the payment, the Company shall be liable to pay penal interest at a rate which is 2% above the Bank rate prevalent at the beginning of the financial year in which the claim is reviewed.
4. There is no TPA tie –up envisaged for this product. Any arrangement in future will be disclosed in the Policy to the Policy holders.

Chola MS customer support operates 24 /7 basis and the con tact details are as followed for any queries / grievances:

Toll Free Phone No : **1800-208-5544**

E-Mail : help@cholams.murugappa.com

Address of Chola MS Health Claims Office:

Cholamandalam MS General Insurance Company Limited

Chola MS HELP – Health Claims Department

New No.319, Old No.154, Shaw Wallace Building,

2nd Floor, Thambu Chetty Street, Parry's Corner,

Chennai - 600001

Customer Care Toll Free No: 1800-208-5544

E-Mail: help@cholams.murugappa.com

8. Free Look Period:

The Insured shall be allowed a period of 15 days from the date of receipt of this policy to review the terms and conditions of the policy and to return the same if not acceptable.

The Insured can return the policy within 15 days of its receipt if he/she is not satisfied with its coverage or terms and conditions. In such a case the policy will be cancelled from date of cancellation request received at Insurer's office provided no claim is reported and considered.

Refund of premium would be after retaining charges towards medical tests, stamp duty charges and pro-rata premium from the risk start date till date of cancellation.

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Registered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

9. Renewal of Policy:

- a. We agree to renew your policy unless on grounds of moral hazard, misrepresentation, fraud or non-cooperation by the Insured.
- b. This policy can be renewed subject to payment of premium prior to expiry of the policy and not later than 30 days grace period posts the expiry of the policy. We condone the delay and renew the policy with continuity benefits. However, no coverage shall be available during the grace period of 30 days.
- c. The claims if any occurring during the period of break in insurance shall not be payable under the renewed policy.
- d. The company reserves its rights to vary the premium from time to time subject to approval of IRDAI.
- e. In case the policy was purchased through any bank or such Institution selling insurance on our behalf the policy can be renewed through the same channel or directly in case the said channel is discontinued at the time of renewal. Insured shall not stand to lose any benefit in case of such direct renewals for which otherwise the Insured is entitled to.
- f. If the insured was covered under a group policy with us and the cover is terminated due to the insured ceasing to be a member of the group then the insured can take a fresh policy without any break in policy period or with break not exceeding 30 days grace period of such termination of cover to avail the continuity benefit which would accrue as if the Insured was covered by the original policy.
- g. When an insured Person is added to this Policy either by way of endorsement or at the time of renewal, the waiting periods will be applicable to that insured person considering such policy period as the first policy with us.
- h. Maximum Renewal age for dependent children is 25 years. On renewal after completion of 25 years, such Insured Person will have the option to migrate to any separate health insurance policy, with continuity benefits.

10. Product Revision:

Any revision or modification in the policy, subject to the approval from the Insurance Regulatory and Development Authority of India shall be notified to each policy holder at least three months prior to the date when such revision or modification comes into effect. The notice shall set out the reasons for such revision or modification.

11. Withdrawal of the Product :

This product may be withdrawn from the market by informing Insurance Regulatory and Development Authority of India giving details of the product and the reasons for withdrawal. We will intimate the Insured person in writing about such withdrawal atleast three months prior to the renewal date. The Insured person will have the option to purchase another policy with similar covers if available with the company. This will be subject to portability conditions laid down by IRDA.

12. Sum Insured Enhancement:

Sum Insured can be enhanced only at the time of renewal subject to reported claim status and health condition of the insured. The insured may also avail an optional cover or opt out of the optional cover at the time of renewal.

If you decide to increase the sum insured or opt for an optional cover or opt out of the optional cover at the time of renewal, the same shall be subject to written application and our acceptance.

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Registered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

13. Portability:

On renewal from any other Indian insurer’s Individual / Family floater health insurance policy with similar type of cover with same Sum insured, Continuation of benefits would be ensured for the following.

a. 16 days Waiting Period: A waiting period of 16 days would be considered to have been served if You were insured continuously and without interruption for at least 1 year under another Indian insurer’s individual health insurance policy for the reimbursement of medical costs for inpatient treatment in a hospital.

14. Migration

The Insured person will have the option to migrate the Policy to other health insurance products/plans offered by the Company as per extant Guidelines related to Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the Company, as per Guidelines on migration, the proposed Insured person will get all the accrued continuity benefits in waiting periods as per below:

The waiting periods specified in Section 4 shall be reduced by the number of consecutive preceding years of coverage by the Insured Person under the previous health insurance Policy.

For detailed guidelines on Migration, kindly refer the link www.cholainsurance.com

15. Cancellation of cover:

This **policy** may be cancelled by us on account of misrepresentation, fraud, and non-disclosure of material facts or noncooperation of the Insured/Policy Holder by giving 15 days written notice delivered to, or mailed to the Insured persons’/policy holder’s last address as shown in the records. In the event of such cancellation on the grounds of misrepresentation or fraud or non-disclosure of material facts, the policy shall be void, no refund of premium shall be made and no claim shall be payable under the policy.

In the event of cancellation on the grounds of noncooperation, the **company** shall be liable to repay on demand a rateable proportion of the premium for the unexpired term from the date of cancellation subject to no claim under the policy.

The **Insured Person/Policy Holder** may also cancel the policy at any time in which event, the company shall be entitled to retain premium at Short Period Scale for the expired portion on the date of cancellation. Any excess premium available with us after adjustment at Short Period Scale as provided herein below shall be refunded to the **Insured/Policy Holder** subject to no claim under the Policy.

Period on Risk (in Months)	Rate of Premium to be retained
1	8%
2	17%
3	25%
4	33%
5	42%
6	50%
7	58%
8	67%

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITEDRegistered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

9	75%
10	83%
11	92%
12	100%

16. Nomination

The **Insured person** is entitled to nominate the person/ persons to whom the money secured by the Policy shall be paid in the event of his death as per the provisions of Section 39 of the Insurance Act, 1938. In case the nominee is a minor, the Insured can appoint a person who will receive the money secured by the policy in the event of the Insured's death during the minority of the nominee.

The details of nomination provided by the Insured will be acknowledged by the **Company** in the Policy Schedule issued by the Company. The Insured is entitled to modify the nomination at any time and the Company upon request shall make the necessary endorsement in the Policy.

17. Misdescription:

In the event of misrepresentation, mis-description or non-disclosure of any material fact by the Insured person(s), the policy shall be void and all premium paid hereon shall be forfeited to the Company and no claim shall be payable under the policy.

18. Territorial Limits:

The Insurer's liability to make any payment shall be for diagnosis and treatment within India only in Indian Rupees.

19. Premium (Excl. GST):**Policy Term: One Year**

For the Base Cover:	
SI	Office Premium
Rs.10,000/-	Rs. 102/-
Rs. 20,000/-	Rs. 203/-
Rs. 30,000/-	Rs. 305/-
Rs. 40,000/-	Rs. 407/-
Rs. 50,000/-	Rs. 508/-
Optional Cover – Daily Cash Benefit:	
SI	Office Premium
Rs.250/- per day	Rs. 114/-
Rs. 500/- per day	Rs. 229/-
Rs. 750/- per day	Rs. 343/-
Rs. 1,000/- per day	Rs. 458/-

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITEDRegistered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

Optional Cover – Loss of Job:	
SI	Office Premium
Rs. 15,000/-	Rs. 114/-
Rs. 30,000/-	Rs. 229/-
Rs. 45,000/-	Rs. 343/-
Rs. 60,000/-	Rs. 458/-
Rs. 75,000/-	Rs. 572/-

Discounts:

Discount of Direct Business – 15%

Premium Illustration:

Assuming that a policyholder opts for a policy having a Base Sum Insured of INR 50000 along with the following Optional Covers:

- Daily Cash Benefit– INR 1000 per day up to 15 days
- Loss of Job – 50% of INR 50,000 up to 3 months

Cover Type	Office Premium
Base Coverage	508
Optional Coverage - Daily Cash Benefit	458
Optional Coverage - Loss of Job	572
Total (Excl. GST)	Rs. 1538/-

20. Mechanism for Grievance Redressal:

As an esteemed customer of our **Company**, the **Insured** can contact us to register complaint/ grievance, if any, including servicing of policy, claims etc. with regard to the **insurance policy** issued. The contact details of our office are given below for Your reference.

If any Grievances / issues on Health insurance related claims pertaining to Senior Citizens, Insured can register the complaint / grievance in 'Senior Citizen Channel' which shall be processed on Fast Track Basis by dedicated personnel

Cholamandalam MS General Insurance Company Limited**Customer services**

Address : H.O: Dare House 2nd floor, No 2 N.S.C. Bose Road, Chennai 600 001.

Toll free : 1800 208 5544

SMS : "CHOLA" to 56677* (premium SMS charges apply)

E-MAIL : customercare@cholams.murugappa.comWEBSITE : www.cholainsurance.com

If You have not received any reply from us within 3 days from the date of the lodgement of complaint or if You are not satisfied with the reply of the Company, you can contact the IRDA Grievance Call Centre at the toll free no. 155255 or email at complaints@irda.gov.in for registering the grievance or

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED

Registered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 5544, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

E: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



**Chola MS COVID-19 Cover
CHOHLIP21012V012021
PROSPECTUS**

the nearest Insurance Ombudsman

Section 41. Of Insurance Act, 1938

Prohibition of Rebates: (1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take or renew 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 the 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 published prospectuses or tables of the insurer. (2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

Insurance is the subject matter of the solicitation.