

Wellsurance Family Policy

Prospectus

Suitability:

- a. This policy covers persons in the age group upto 65 years. Policy is renewable for life upon payment of premium.
- b. The policy will be issued for a period 1 year.
- c. This policy can be issued to family.
- d. The family includes self, spouse and dependent children (upto 2 children).
- e. The age of dependent children is 6 months -18 yrs.(23 yrs in case studying for Higher Education).
- f. The policy offers coverage for treatment in all hospitals throughout the country provided definition of hospital is met

NOTE - Critical Illness benefits are not available for children covered under the policy. All benefits are reduced by 50% for children covered in the Policy.

Salient Features & Benefits:

- (a) **Critical Illness Benefits** – Lump sum payment shall be provided if the insured person is diagnosed as suffering from the specified Critical Illness for the first time during policy period. Signs and symptoms of the critical illness should be after 90 days from the policy inception date and Insured has to survive the critical illness by 30 days or more from the date of diagnosis
- (b) **In-hospital Benefit for Accidents**- Pays specified per day amount for the days the insured is hospitalized due to an accident. This benefit will be paid, regardless of the expenses incurred.
- (c) **In-hospital Benefit for Sickness** - Pays specified per day amount for the days the insured is hospitalized due to Sickness. This benefit will be paid, regardless of the expenses incurred.
- (d) **Intensive Care Unit Benefit** - Pays specified per day amount for the days the insured is hospitalized in an Intensive Care Unit due to Sickness/ Injury. This benefit will be paid, regardless of the expenses incurred.

- (e) **Ambulance Charges** – Pays upto the specified amount towards the medical transportation fees and services incurred for bringing the insured to the Hospital following an accident and returning to the normal place of residence after being discharged from the Hospital.
- (f) **Convalescence benefit** - pays lump sum amount for the recovery at home, immediately following hospital discharge as an inpatient for a minimum hospitalisation of 5 consecutive nights.
- (g) **Education Benefit** - Pays the lump sum in an unfortunate event of Death or Permanent Total Disability of the primary insured.
- (h) **Value Added Benefits** -
 - (i) **Free Health Helpline**: You can call out expert medical practitioners to avail help on health & wellness related information.
 - (ii) **Comprehensive Health Portal**: You can explore a host of benefits like a personalized health tracker that helps your monitor your health & fitness levels, get access to exclusive health & wellness articles. Post a health query to out specialized medical practitioners.
 - (iii) **Health Offers & Discounts**: Get discounts on our network of selected Gyms, Spas, Skin care & Weights Management Centers List of updated offers available on our portal.
 - (iv) **Health Perks** : Get discounts on selected health check-up packages.

Exclusions

This entire Policy does not provide benefits for any loss resulting in whole or in part from, or expenses incurred, in respect of:

1. Any Pre-existing Condition, any complication arising from it. Except if the insured has taken a similar Wellsurance Policy from Us and is covered without a break, for a period of 4 consecutive years since inception of the first policy with Us.
 - If the Insured person renews with Us and increases the Sum Insured (other than as a result of the application of Benefit 2a) upon renewal with Us), then this exclusion shall only apply in relation to the amount by which the Sum Insured has been increased.
2. Intentionally self-inflicted Injury or illness, or sexually transmitted conditions, , or

3. War, civil war, invasion, insurrection, revolution, act of foreign enemy, hostilities (whether War be declared or not), rebellion, mutiny, use of military power or usurpation of government or military power; or
4. serving in any branch of the Military or Armed Forces of any country, whether in peace or War, and in such an event We, upon written notification by You, shall return the pro rata premium for any such period of service ; or
6. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or
7. The radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of that equipment; or
8. Congenital anomalies or any complications or conditions arising there from; or
9. Professional Sports, Hazardous Activities ; or
10. Cosmetic or plastic surgery or any elective surgery or cosmetic procedure, circumcision, (except as a result of an Injury caused by a Covered Accident while Our Policy is in force) that improve physical appearance, surgical and non-surgical treatment of obesity (including morbid obesity) and weight control programs, or treatment of an optional nature; Routine health checks or convalescence, Custodial Care, general debility, lethargy, rest cure; expenses on vitamins, tonics and any other health supplement; vaccination, inoculation of any kind.
11. Any investigation(s) or treatments not directly related to a Covered Illness or Covered Injury or the conditions or diagnosis necessitating hospital admission; or Any surgery done on the organ(s), if they are not infected or affected;
12. services, supplies, or treatment, including any period of Hospital confinement, which were not recommended, approved, and certified as Medically Necessary by a Physician; or
13. organ transplants that are considered experimental in nature; expenses incurred for hospitalization or surgery for donation of organs ; or
14. pregnancy and all related conditions, including services and supplies related to the diagnosis or treatment of infertility or other problems related to inability to conceive a child; birth control, including surgical procedures and devices; this however does not include ectopic pregnancy proved by diagnostic means and is certified to be life threatening by the Physician; or
15. Medical expenses incurred as the result of alcohol and/or drug abuse, addiction or overdose.

16. Any surgery for donation of organs.
17. treatment of Spondylosis/ Spondilitis
18. Cost of Spectacles and contact lenses, hearing aids, walkers, crutches, wheel chairs and such other aids
19. Any Ayurvedic, Homeopath or naturopathy treatments.

Free Look Period – 15 days Free look period from date of receipt of Policy documents is given under the policy. A minimum premium towards stamp duty and proportionate risk premium will be retained by Us.

Claims Procedure:

Contact Us at the address given below, for any claim related query and / or assistance.

- Email: general.claims@tata-aig.com Website: www.tataaig.com
- Toll Free No = 1800 266 7780, from BSNL/MTNL Landline or 1800 22 9966 (only for senior citizen policy holders)
- SMS “CLAIMS” to 5616181
- Write to:

Tata AIG General Insurance Company Limited
Health Claims Department
A-501, 5th Floor, Building No. 4, Infinity Park,
Gen. A. K. Vaidya Marg, Dindoshi, Malad (E),
Mumbai, India - 400 097.

Terms of Renewal:

- The entry age in the policy is 65 years however the policy is renewal for life unless the Insured Person or any one acting on behalf of an Insured Person has acted in an improper, dishonest or fraudulent manner or any misrepresentation under or in relation to this policy or the Policy poses a moral hazard.
- **Grace Period** - Grace Period of 30 days for renewing the Policy is provided under this Policy However, coverage would not be available for the period for which no premium has been received..
- **Maximum Age** – The maximum entry age under this Policy is upto 65 years. however the policy is renewable for life provided the cover is maintained with us without a break

- **Waiting Period** - Waiting period of 90 days for all sickness hospitalization. There is no waiting period for accident related hospitalization. For Critical Illness benefit, waiting period of 90 days & survival period of 30 days is applicable

- **Renewal Premium** – Any revision / modification in the product will be done with the approval of the Insurance Regulatory and Development Authority of India and will be intimated to You atleast 3 months in advance.
Renewal premium for this policy will not change unless we have revised the premium and obtained due approval from Authority. Your premium will only change if you move into a higher age group, or you change the plan.
We will not apply any additional loading on your policy premium at renewal based on your claim experience.
In the likelihood of this policy being withdrawn in future, we will intimate you about the same 3 months prior to expiry of the policy. You will have the option to migrate to any retail health insurance policy available with us at the time of renewal.
- We will offer the Insured Person an option to migrate to similar health insurance Policy with Us provided that:
 - Insured Person has been insured with Us under this Policy as a dependant.
 - This option for migration to similar Indemnity health insurance policy shall be exercised by the Insured Person only when he / she is at the end of specified exit age, and certainly at the time of renewal only.
 - Insured Person will be offered continuity of coverage & suitable credits , if any , for all the previous policy years, provided the policy has been maintained without a break.
- **Sum Insured Enhancement** – The Insured may seek enhancement of Sum Insured in writing at the time of renewal, before the payment of premium. However, notwithstanding enhancement, for claims arising in respect of accident, injury or illness contracted or suffered during a preceding Policy period, liability of the Company shall be only to the extent of the Sum Insured under the Policy in force at the time when it was contracted or suffered. The Enhanced Sum Insured will have a fresh proposal status where the waiting period, deductibles and exclusions shall apply afresh. However the quantum of increase shall be as per underwriting guidelines of the company.

Claim Settlement (provision for Penal Interest):

- i. The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii. 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, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
- iv. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

(Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due) . The Clause shall be suitably modified by the insurer based on the amendment(s), if any to the relevant provisions of Protection of Policyholder's Interests Regulations, 2017)

Tax Benefit:

The premium amount paid under this policy qualifies for deduction under Section 80D of the Income Tax Act applicable for critical illness cover.

Requirement:

Completed proposal form

5. **Cancellation Clause:** We may cancel this Policy / Certificate of Insurance at any time on grounds of mis-representation, fraud, non-disclosure of material facts or non-cooperation of the insured by giving you 15 Days notice delivered to You, or mailed to Your last address as shown by Our records, stating when such cancellation shall be effective. In the event of cancellation of this Policy on grounds of mis-representation, fraud, non-disclosure of material facts, the policy shall stand cancelled ab-initio and there will be no refund of

premium. In the event the policy is cancelled on grounds of non-cooperation of the insured or If you cancel the Policy, the premium shall be computed in accordance with Our short rate table for the period the Policy has been in force provided no claim has occurred up to the date of cancellation. In the event a claim has occurred in which case there shall be no return of premium.

Installment premium - In event of cancellation by Us or if you cancel the policy, the debit for the subsequent installment from request will be discontinued. Any debit in the month post cancellation request will be refunded in full.

Short rate table –

Cancellation	Annually
Upto 1 month	25% of annual premium
Upto 3 months	37.5% of annual premium
Upto 4 months	50% of annual premium
Upto 6 months	62.5% of annual premium
Upto 8 months	87.5% of annual premium
Above 8 months	100% of annual premium

These are retention scales.

****From Policy Dispatch Date.**

We may cancel this Policy / Certificate of Insurance at any time on grounds of misrepresentation, fraud, non-disclosure of material facts or non-cooperation of the insured by giving you 15 Days notice delivered to You, or mailed to Your last address as appears in Our records, stating when such cancellation shall be effective. In the event of cancellation for misrepresentation, fraud, non-disclosure of material facts, the policy shall stand cancelled ab-initio and there will be no refund of premium. In the event the policy is cancelled for non-cooperation of the insured or if you cancel the Policy, the premium shall be computed in accordance with Our short period rate table for the period the Policy has been in force, provided no claim has occurred up to the date of cancellation. In the event a claim has occurred in which case there shall be no return of premium

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 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 provision of this section shall be liable for penalty which may extend to ten lakh rupees.

IRDA of India REGULATION NO 5: This policy is subject to regulation 5 of IRDA of India (Protection of Policyholder's Interests) Regulation.

Disclaimer:

This is only a summary of the product features. The actual benefits available are as described in the policy, and will be subject to the policy terms, conditions and exclusions. Please seek the advice of your insurance advisor if you require any further information or clarification.

Insurance is the subject matter of the solicitation". For more details on benefits, exclusions, limitations, terms & conditions, please refer sales brochure/ policy wordings carefully, before concluding a sale

Commencement of risk cover under the policy is subject to receipt and realization of payable premium by Tata AIG General Insurance Company Limited

Tata AIG General Insurance Company Limited Registered Address:- Peninsula Business Park, Tower A, 15th Floor, G. K. Marg, Lower Parel, Mumbai-400013 Toll Free Number- 1800 266 7780 Visit us at www.tataaig.com