

## Navi Health - PROSPECTUS

### I. ELIGIBILITY

#### A) AGE

Minimum Entry Age (Child): 91 days

Minimum Entry Age (Adult): 18 years

Maximum Entry Age: No limit on age for the Sum Insured of ₹ 2 Lac; For all other Sum Insured, the maximum entry age is limited to 70 years.

Children aged 91 days to 5 years can be covered with at least one parent covered with Us.

Renewable (Adult): Lifetime.

Renewable (Dependent Child): Up to 30 Years.

#### B) COVER TYPE

The Policy can be opted on an Individual basis or Family Floater basis.

Family Floater – One Family will share a single Sum Insured. A Family Floater policy can cover Self, legal spouse, 3 dependent children, Parents/Parents-in-Law.

Non-Floater – Each Insured Person under the Policy will have a separate Sum Insured.

#### C) POLICY TENURE

This policy will be available for 1/2/3 years.

### II. FEATURES

This Policy offers following benefits up to the applicable Sum Insured for each benefit.

#### 1) In Patient Hospitalisation –

Policy covers following medical expenses incurred for in-patient hospitalisation (minimum 24 hrs.) due to an illness/disease/injury -

- a) Room Rent charges;
- b) Intensive Care Unit (ICU) charges;
- c) Operation Theatre charges;
- d) Fees of Medical Practitioner/ Surgeon / Anaesthetist / Specialists;
- e) Nursing charges;
- f) Physiotherapy, Investigation & Diagnostic procedures;
- g) Medicines, Drugs and Consumables;
- h) Blood, Oxygen, Surgical appliances;
- i) The cost of prosthetic and other devices or equipment recommended by the attending Medical Practitioner and if implanted internally during a Surgical Procedure.

If You are admitted in a room where the Room Rent is higher than the limit opted as specified in the Policy Schedule then, we will proportionately deduct “associate medical expenses”.

Associate Medical Expenses include medical expenses related to Nursing Charges, Operation Theatre Charges, Fees of Medical practitioner/ surgeon/ anaesthetist/ specialist and Physiotherapy charges.

### **Modern Treatment Methods**

The following procedures will be covered (wherever medically indicated) either as in patient or as part of day care treatment in a hospital up to the Sum Insured, specified in the policy schedule, during the policy period:

- A. Uterine Artery Embolization and HIFU (High intensity focused ultrasound)
- B. Balloon Sinuplasty
- C. Deep Brain stimulation
- D. Oral chemotherapy
- E. Immunotherapy - Monoclonal Antibody to be given as injection
- F. Intra vitreal injections
- G. Robotic surgeries
- H. Stereotactic radio surgeries
- I. Bronchical Thermoplasty
- J. Vapourisation of the prostate (Green laser treatment or holmium laser treatment)
- K. IONM - (Intra Operative Neuro Monitoring)
- L. Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions to be covered.

### **Mental Illness:**

We will cover Mental Illness as per the provisions of Mental Healthcare Act, 2017. However, in case of following mental illnesses the Inpatient Hospitalization benefit will be restricted to Policy Sum Insured or 3 lacs, whichever is Lower;

- 1. Schizophrenia (ICD - F20 ; F21;F25)
- 2. Bipolar Affective Disorders (ICD - F31; F34)
- 3. Depression (ICD - F32; F33)
- 4. Obsessive Compulsive Disorders (ICD - F42 ; F60.5)
- 5. Psychosis (ICD - F 22 ; F23 ; F28 ; F29)

### **HIV & AIDS**

We will cover upto the Sum Insured in case Inpatient hospitalization (including Day Care Treatment) for the treatment arising out of HIV or any condition caused by or associated with Acquired Immuno-Deficiency Syndrome (AIDS).

### **Extra Care Cover:**

You are exposed to various seasonal ailments especially during rainy season and policy provides extra protection during such times.

In case Hospitalisation is due to following Illnesses, then your sum insured remains intact up to Hospitalisation expenses of ₹ 20,000/- during the Policy Year.

1. Dengue
2. Chikungunya
3. Malaria
4. Leptospirosis
5. Japanese Encephalitis
6. Swine Flu

If admissible claim amount exceeds ₹ 20,000/- then only the amount in excess of ₹ 20,000/- will be reduced from the Sum Insured during a Policy Year.

We however will not pay for first 15 days from inception of the first Policy with Us.

**2) Day Care Treatment**

Medical Expenses incurred for a day care procedure/ treatment/ surgery as an Inpatient requiring less than 24 hours of hospitalisation due to advancement in medical science. Any treatment in an Out-Patient Department (OPD) is not covered.

**3) Pre-Hospitalisation**

Pre-hospitalisation Medical Expenses incurred immediately before the Insured Person's hospitalisation up to 90 days. Claim under In-Patient hospitalisation or Day Care Treatment must be admissible.

**4) Post Hospitalisation**

Post-Hospitalisation Medical Expenses incurred immediately after the Insured Person's discharge from the hospital up to 180 days. Claim under In-Patient hospitalisation or Day Care Treatment must be admissible.

**5) Domiciliary Hospitalisation**

Domiciliary Hospitalisation i.e. treatment at home (including pre and post Hospitalisation medical expenses) if medical treatment is continuously required for at least three (3) days, in which case the cost of medical treatment for the entire period shall be payable subject to:

- (i) the condition of the patient is such that he/she is not in a condition to be removed to a Hospital, or
- (ii) the patient takes treatment at home on account of non-availability of room in a Hospital.

**6) Organ Donor Expenses**

Surgical Expenses incurred towards donor in case of major organ transplant for harvesting of the organ for the use of the Insured person.

Policy does not provide cover for Pre-Post hospitalization expenses towards the donor, cost towards donor screening, cost directly or indirectly associated with the acquisition of the organ or any other medical treatment for the donor consequent to the harvesting.

**7) Emergency Road Ambulance/Repatriation of Mortal Remains (RMR)/Funeral Expenses**

Expenses incurred towards transportation by an ambulance for treatment in a hospital in case

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of an emergency, shifting to another hospital for super speciality treatment and also when ambulance service required for shifting to home after discharge from the hospital. The necessity of an ambulance must be certified by the treating Medical Practitioner.

Policy also covers for the following expenses if the Person dies in the Hospital during the course of Hospitalisation.

- (i) Transportation of Mortal remains from *Hospital* to home and/or to cremation ground for funeral purpose;
- (ii) Cremation Expenses;
- (iii) Coffin Charges.

#### 8) **Emergency Air Ambulance**

Expenses incurred towards transportation by an Air Ambulance for treatment of a disease / illness / injury in case of an emergency, that requires admission to a Hospital. The necessity of an ambulance must be certified by the treating Medical Practitioner.

Policy does not provide cover for the return transportation of Insured Person's to his home by air ambulance.

#### 9) **Hospital Daily Cash**

Policy provides fixed cash amount up to 30 days of hospitalisation in a Policy Year, for each day of hospitalisation. Benefit will be twice the daily cash amount if the hospitalisation is in an Intensive Care Unit. Claim must be admissible under In-Patient hospitalisation. This coverage shall not be applicable if the Inpatient hospitalisation is for mental illness.

#### 10) **AYUSH**

Medical expenses incurred for in-patient hospitalisation for the treatment taken under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy in a government hospital, teaching hospitals of AYUSH colleges and AYUSH hospitals recognised by a government authority upto the sum insured.

**Note** - AYUSH Hospitals and AYUSH Day Care Centres should have either pre entry level certificate (or higher level of certificate) issued by National Accreditation Board for Hospitals and Healthcare Providers (NABH) or State Level Certificate (or higher level of certificate) under National Quality Assurance Standards (NQAS), issued by National Health Systems Resources Centre (NHSRC).

#### 11) **Reinstatement of In Patient hospitalisation Sum Insured**

Base Sum Insured will be automatically reinstated, once during the Policy Year, if the Policy Sum Insured and accrued Cumulative Bonus and / or medical inflation, if any, exhausts completely due to a claim in the Policy. Claim must be admissible under In-Patient hospitalisation.

Reinstated amount shall not be available for the claim which has exhausted the base sum insured including accrued cumulative bonus &/ or medical inflation, if any. It will also not be applicable to the claims related to relapse of same illness / injury within 45 days. The reinstated sum insured can be availed by the Insured person for any subsequent hospitalization(s).

This benefit will be available only once during the lifetime, for claims related to Cancer and Chronic Kidney Disease.

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Any unutilised reinstated Sum Insured under this cover will not be carried forward to the next Policy Year.

A detailed illustration is available in Annexure 1 – Illustration 2 & 4.

## 12) Maternity and New Born Baby

### Maternity Expenses -

Maternity Expenses up to a maximum of 2 deliveries or terminations during the lifetime of a Female prospect of age 18 years and above. Waiting Period of 24 months will be applicable.

### New Born Baby-

Policy covers medical expenses towards treatment of a new born baby post birth up to 90 days from the date of delivery and also covers vaccination expenses for the new born baby, till the baby completes 1 year. Claim must be admissible under Maternity Expenses Cover.

The New Born Baby Expenses available under this benefit will be within the limits of Maternity Expenses Cover.

Vaccines	Age (Completed weeks/months)	Frequency
BCG	At Birth	1
OPV	At Birth, 6 months, 9 months	3
Hepatitis B	At Birth, 6 weeks, 6 months	3
IPV	6, 10, 14 weeks	3
DPT	6, 10, 14 weeks	3
Hib	6, 10, 14 weeks	3
Rotavirus	6, 10, 14 weeks	3
PCV	6, 10, 14 weeks	3
MMR	9 months	1

## 13) Worldwide Emergency Hospitalisation

Expenses for in patient hospitalisation due to life threatening illness incurred outside India, up to the Policy Sum Insured provided that the hospitalisation is medically necessary, and the medical practitioner certifies that the insured is suffering from a life-threatening illness which requires Emergency Care and such treatment cannot be postponed until the Insured Person returns to India.

Medical expenses will be payable for in-patient hospitalisation and this benefit will be honoured through reimbursement facility only.

This cover can only be availed once in a policy year. The reinstatement of Sum Insured benefit will not be applicable for this benefit.

## 14) Cumulative Bonus

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 CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

Sum Insured will be enhanced by 10% on each claim free policy year subject to a maximum of 50%. In case of a claim in a given policy year, the Cumulative Bonus shall be decreased by 10% in the subsequent policy year but will not reduce the Base Sum Insured.

A detailed illustration is available in Annexure 1 – Illustration 1.

**15) Medical Second Opinion**

Policy provides for a Medical Second Opinion in case the insured person opts for it post the diagnosis of a specified Critical Illness or has been advised for a surgery during the Policy Year.

Covered Critical Illness shall include –

- (a) Cancer of specified severity
- (b) Myocardial Infarction
- (c) Open Chest CABG
- (d) Open Heart Replacement or Repair of Heart Valves
- (e) Kidney Failure Requiring Regular Dialysis
- (f) Stroke Resulting in Permanent Symptoms
- (g) Major Organ/Bone Marrow Transplant
- (h) Permanent Paralysis of Limbs
- (i) Multiple Sclerosis with Persisting Symptoms
- (j) Third Degree Burns

**16) Counselling**

Policy provides cover for Counselling to help the insured to deal with stress, emotional and behavioural disorders.

A total of 5 counselling sessions with a maximum limit of ₹ 1500/- per session, are allowed under the policy during the Policy Year.

**17) Healthcare and Wellness**

Following Healthcare and Wellness services are provided during the Policy Period.

**A) Health Check Up**

- Health check-up benefit is available for each insured member ≥ 18 years of age, at the end of every claim free policy year as per the grid below.

Age / Sum Insured	Up to ₹ 10 Lac	₹ 15 – 25 Lac	₹ 50 – 100 Lac
18 – 45 yrs.	Set – I	Set – II	Set – III
46 – 55 yrs.	Set – II	Set – III	Set – IV
Above 55 yrs.	Set – II	Set – III	Set – IV

Set	List of Medical Tests
Set-I	Complete Blood Count, ESR, Blood Group, Total Cholesterol, SGPT, Sr. Creatinine, FBSL, ECG, Urine Routine
Set-II	Complete Blood Count, ESR, Blood Group, Total Cholesterol, SGOT, SGPT, Bilirubin, Sr. Creatinine, FBSL, PPBSL, ECG, Urine Routine, Consultation on the reports
Set-III	Complete Blood Count, ESR, Blood Group, Lipid Profile, SGOT, SGPT, Bilirubin, Sr. Creatinine, BUN, HbA1c, ECG, Urine Routine, Consultation on the reports
Set-IV	Complete Blood Count, Blood Group, Lipid Profile, Bilirubin, Sr. Creatinine, HbA1c, 2D-Echo, Urine Routine, Consultation on the reports, PAP smear (Females)/PSA (Males)

- A. This benefit is offered on cashless basis at our empanelled service providers only and as per the above grid.
- B. The benefit will be available on reimbursement basis only if, there is no empanelled service providers within the municipal limits of the insured's City of residence.
- In such a case, the Insured Person can opt for Health Check-up as per the above grid at any of the Diagnostic Centre of his choice near to his residence.
  - Policy covers the cost of health check-up up to the limit defined in the below grid or at actuals, whichever is lesser.

Age / Sum Insured	Up to ₹ 10 lac	₹ 15-25 Lac	₹ 50-100 Lac
18 - 45 yrs.	₹ 750	₹ 1000	₹ 1500
46-55 yrs.	₹ 1000	₹ 1500	₹ 2500
Above 55 yrs.	₹ 1000	₹ 1500	₹ 2500

## B) Wellness

Wellness is a conscious, self-directed and evolving process of achieving a healthy life. Maintaining an optimal level of wellness is crucial to live a higher quality of life. We encourage you to achieve optimal wellness to subdue stress, reduce the risk of illness and ensure positive interactions.

### i) Health Risk Assessment (HRA)

It is a health specific questionnaire to assess Your lifestyle habits and health history to determine how healthy You are and whether You are at risk for certain chronic diseases or illness.

You can complete the online HRA at the time of buying the policy and avail an individual discount equivalent to 0.5% of the policy premium, for participation. In case of family floater, discount shall be applied on the individual who has completed the HRA.

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In case You have not completed the HRA at the time of buying the policy, then You can enrol and complete the same online anytime during the *Policy Period*. In such a case, the discount will be applicable at subsequent renewal only.

Once You complete the HRA, you will receive a report which contains a health score based on the assessment of your current health.

If Your health score is optimal ( $\geq 70$ ), you will earn an additional discount in premium equivalent to 2%, which would be applied on the *Policy Premium* of the respective Individual.

We will allow above discount once either at the time of obtaining first policy from us or at any subsequent renewal depending upon when you have completed HRA. In case Your score indicates risk of developing any lifestyle related diseases, then We will provide necessary counselling and guidance on healthy diet, nutrition and Stress management.

**ii) Self-Disease Management**

You can earn discounts for controlling/managing your chronic disease (Hypertension/Diabetes/Hyperlipidaemia) by yourself by adopting to the healthy lifestyle practices such as healthy diet, regular physical activity, quitting smoking and good compliance to medication.

Normal level of the parameters pertaining to the chronic disease/s are as below.

Chronic Disease	Parameter	Normal Level
Hypertension	Blood Pressure	SBP - $\leq 119$ mmHg DBP - $\leq 79$ mmHg
Diabetes Mellitus	HbA1c	$\leq 5.6$
Hyperlipidaemia	Cholesterol	$\leq 200$ mg/dl

In case you are diagnosed, or you acquire the specified chronic disease during the *Policy Year*, then you have to undergo 1<sup>st</sup> health screening based on the screening test related to the specified chronic disease as provided below at the beginning of the next *Policy Year* in any one of Our Empanelled Network Provider only, at your own cost. You will also have to undergo the 2<sup>nd</sup> health screening test based on defined set of medical tests in Our network diagnostic centres only, at your own cost, 90 days before the expiry of the said *Policy Year*

If you are suffering from the chronic disease as mentioned above and have been covered under the *Policy* after undergoing pre-policy medical tests, then You have to undergo the 2<sup>nd</sup> health screening based on the screening test related to the specified chronic disease as provided below in Our Empanelled Service Provider only, at your own cost, 90 days before the expiry of the *Policy Year*.

Chronic Disease	Health Screening Tests
Hypertension	Blood pressure
Diabetes Mellitus	HbA1c (Glycated Haemoglobin)
Hyperlipidaemia	Total Lipids

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**Healthy Discount:**

If you manage these chronic disease/s successfully as per laid down parameter, you will be entitled to get discount in renewal premium at the end of Policy Period, based on the range of the values obtained from the 2<sup>nd</sup> health screening tests as per the below grid. In case of management of more than one specified chronic disease in the 2<sup>nd</sup> health screening test, the cumulative discounts shall be offered up to a maximum of 10% at the end of the Policy Period

HYPERTENSION MANAGEMENT				
Category	Blood Pressure at 1 <sup>st</sup> test	Blood Pressure at 2 <sup>nd</sup> test	Discount if Blood Pressure is controlled	Discount if <u>all the health screening tests</u> are controlled *
Pre-Hypertension	*SBP: 120-139 mmHg *DBP: 80-89 mmHg	SBP: ≤ 119 mmHg DBP: ≤ 79 mmHg	2%	3%
Hypertension	SBP: ≥ 140 mmHg DBP: ≥ 90 mmHg	SBP: 120-139 mmHg DBP: 80-89 mmHg	3%	5%
		SBP: ≤ 119 mmHg DBP: ≤ 79 mmHg	5%	8%
SBP - Systolic Blood Pressure; DBP – Diastolic Blood Pressure				
DIABETES MANAGEMENT				
Category	HbA1C at 1 <sup>st</sup> test	HbA1C at 2 <sup>nd</sup> test	Discount if Blood Sugar is controlled	Discount if <u>all the health screening tests</u> are controlled*
Pre-Diabetes	5.7-6.4%	≤ 5.6	2%	3%
Diabetes	≥ 6.5	5.7-6.4%	3%	5%
		≤ 5.6	5%	8%
HYPERLIPIDEMIA MANAGEMENT				
Category	Cholesterol at 1 <sup>st</sup> test	Cholesterol at 2 <sup>nd</sup> test	Discount if Total Cholesterol is controlled	Discount if <u>all the health screening tests</u> are controlled*
Borderline High	> 200 - 240 mg/dl	≤ 200 mg/dl	2%	3%
High	> 240 mg/dl	200 - 240 mg/dl	3%	5%
		≤ 200	5%	8%

\* “All the Health Screening Tests” means 2<sup>nd</sup> health screening tests of two or more than two chronic diseases. A detailed illustration is available in Annexure I – Illustration 5.

**Note –**

- i. Above discounts shall be applied on the premium of the respective Insured Person based on their individual health score.
- ii. Discount percentage shall be applied based on the values obtained from the 2<sup>nd</sup> health screening test.
- iii. If the values obtained in the 2<sup>nd</sup> health screening test falls within the range as listed in 2<sup>nd</sup> test Column of the respective Chronic Disease Management Grid then discount corresponding to that range shall be applied.
- iv. If the Insured is able to manage more than one specified chronic disease, the cumulative discounts shall be offered up to a maximum of 10% on renewal premium.

**iii) Stay Fit**

It is a pedometer based simple walking program designed for You to walk your way to a more active and healthier lifestyle. *Insured Persons* 18 years of age and above will only be eligible for this programme.

You may enrol in this programme at any time during the *policy period* by downloading Our mobile application. However, to avail maximum discount, You must enrol in this programme within 1 month of the *Policy start date*. The average step count walked by the *Insured Person* shall be recorded on the mobile application.

In case you are already using a health gadget (Fitbit, apple health and google fit) to calculate your steps, you may authenticate and synchronise the gadget with our application.

A discount as specified in the grid below can be availed at each *Renewal*, if the *Insured Person* achieves an average step count per day for specified number of days as per the table below.

In a *Non-Floater Policy*, the average step count shall be calculated per individual *Insured Person*. In a *Family Floater Policy*, average step count will be calculated by considering step counts of all adult members (18 years and above) covered.

In *Non-Floater Policies*, the discount percentage (%) would be applied on premium applicable per *Insured Person* and in a *Family Floater Policy*, it would be applied on premium applicable on the *Policy*.

1 Year Policy		
Average No. of Steps per day	Total No. of Days	
	≥ 200	≥ 250
≥ 6000	3%	5%
≥ 8000	5%	7%
≥ 10000	7%	10%

2 Year Policy		
Average No. of Steps per day	Total No. of Days	
	≥ 420	≥ 520
≥ 6000	3%	5%
≥ 8000	5%	7%
≥ 10000	7%	10%

3 Year Policy		
Average No. of Steps per day	Total No. of Days	
	≥ 700	≥ 800
≥ 6000	3%	5%
≥ 8000	5%	7%
≥ 10000	7%	10%

**Note:** Cumulative discounts under section - Wellness for I. Health Risk Assessment II. Self Disease management and III. Stay fit shall not exceed 15% every policy year.

### C) Health Helpline

This is an assistance service only and on your own discretion and choice, You will have access to medical practitioner for any medical opinion on health related issue or queries from our empanelled service provider through our mobile application /website or telephonic mode for 24 by 7 hours during the policy period. You may contact us on our toll-free helpline number for availing this service.

The information services provided under this assistance does not substitute for any medical advice and You will be free to consider or not consider the opinion provided and We or our empanelled service provider will not be liable for any damages sustained due to reliance by the insured person on such information provided by medical Practitioner. You may purchase medicines and diagnostic services from our empanelled service provider on your own discretion and choice provided that the cost for the purchase shall be borne by you.

**Note:**

- a) Empanelled Service Provider means any person, clinic, organisation, institution that has been empanelled with Us to provide the Healthcare & Wellness Services provided under this cover. (List provided on our website: [www.naviinsurance.com](http://www.naviinsurance.com)).

### 18) Voluntary Co Payment

You will have to bear the cost sharing percentage, that you have opted at the time of proposal application, of the admissible claim amount of each claim. A Co- Payment does not reduce the Sum Insured.

Co Payment options – 10%/20%/30%

### 19) Deductible

It is an amount that you must bear in respect of each claim reported under the policy. A deductible does not reduce the Sum Insured.

Sum Insured (in ₹)	Deductible Options (in ₹ in '000)
2,3,4,5 Lac	10/20/30/40/50
6,7,8,9,10,15 Lac	20/30/40/50/75/100
20,25,50,75,100 Lac	20/30/40/50/75/100/125/150/200

### 20) Waiver of Mandatory Co Payment

Mandatory co-payment will be applicable if the age of the Insured Person is 61 years or above on the date of inception of 1st policy with Us.

If You opt this cover by paying additional premium, the mandatory co-pay clause will not apply.

Age at Entry	Co-Payment
61-65 years	10%
66-70 years	20%
Above 70 years (Only for ₹ 2 Lac S.I)	30%

### 21) Out Patient Treatment

Expenses incurred for Out-patient consultations, Diagnostic Examinations, cost of medicines, dental care, spectacles or contact lenses and hearing aids at any Company's Empanelled Service Providers.

Any unutilised amount under this cover will not be carried forward to the next Policy Year.

Policy Sum Insured	₹ 2 Lac - ₹ 100 Lac	₹ 6 Lac - ₹ 100 Lac	₹ 20 Lac - ₹ 100 Lac	
Cover	OPD Sum Insured Sublimit (in ₹)			
Consultations	2000	4000	6000	8000
Diagnostic Tests	3000	6000	9000	12000
Medicines				
Dental Care				
Spectacles or contact lenses				
Hearing Aids				
<b>Total Sum Insured</b>	5000	10000	15000	20000

**Note:** Empanelled Service Provider means any person, clinic, organisation, institution that has been empanelled with Us to provide the Healthcare & Wellness Services provided under this cover. (List provided on our website: [www.naviinsurance.com](http://www.naviinsurance.com)).

## 22) Infertility

Policy provides cover for the Medical Expenses for two In-Vitro Fertilisation Cycles in the lifetime of the female for the treatment of infertility. The coverage is available for female aged between 25 and 40 years only.

You can opt for this cover up to ₹ 3 Lac subject to underwriting guidelines. Waiting Period of 36 months will be applicable.

## 23) Medical Inflation

- i. Sum Insured will be enhanced by 10% of the Base sum insured, on cumulative basis for each completed policy year subject to a maximum of 50% irrespective of a claim in the expiring policy year. [A detailed illustration is available in Annexure 1 – Illustration 3.](#)
- ii. The premium of the Policy shall be fixed for five years i.e. you will not pay more than what you have paid for the first year of the policy during this period subject to the following -
  - a. Policy is renewed continuously without any break.
  - b. There is no change in plan or coverages at the time of Renewal of the Policy. Discount in premium earned under Wellness Section of the Policy shall be allowed at the time of renewal.

## 24) Critical Illness Benefit

On diagnosis of a specified Critical Illness, Sum Insured will be paid as a lump sum if the below conditions are satisfied –

- (a) The Insured Person is diagnosed with a Critical Illness specifically defined in this Policy, during the Policy Period; and
- (b) Such Critical Illness occurs itself as a first incidence; and
- (c) The of such Critical Illness commences after a waiting period of 90 days from the inception of the first Policy with Us; and
- (d) The Insured Person survives such Critical Illness for at least 30 days, from the date of Diagnosis/date of undergoing the Surgical Procedure.
- (e) If a claim is settled under this cover, this benefit shall automatically terminate for that insured person and this benefit shall not be available for further renewal.

Covered Critical Illness shall include –

- (a) Cancer of specified severity
- (b) Myocardial Infarction
- (c) Open Chest CABG
- (d) Open Heart Replacement or Repair of Heart Valves
- (e) Kidney Failure Requiring Regular Dialysis
- (f) Stroke Resulting in Permanent Symptoms
- (g) Major Organ/Bone Marrow Transplant
- (h) Permanent Paralysis of Limbs
- (i) Multiple Sclerosis with Persisting Symptoms
- (j) Third Degree Burns

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### III. SUM INSURED

Following are the Sum Insured (in ₹) offered in this product –  
2/3/4/5/6/7/8/9/10/15/20/25/50/75/100 Lac

### IV. PLAN

Following are the features available under various Plans in the Policy.

Plan Name	Silver	Gold	Diamond	My Navi Health
Sum Insured	2,3,4,5 Lac	6,7,8,9,10,15 Lac	20,25,50,75,100 Lac	2,3,4,5,6,7,8,9,10,15, 20,25,50,75,100 Lac
In-Patient Hospitalisation	Covered up to the S.I.	Covered up to the S.I.	Covered up to the S.I.	Covered up to the S.I.
	<p><b>In Patient Hospitalisation - (Extra Care Cover)</b> In case of hospitalisation for the specific illness (Dengue, Chikungunya, Malaria, Leptospirosis, Japanese Encephalitis, Swine Flu) &amp; if the claim amount is up to ₹ 20K, then the Sum Insured will not be reduced. Waiting Period in this case will be 15 days. <u>Example</u>– SI-3 Lac; Admissible Claim cost for Dengue – 20K; In this case, the claims will be payable for the amount of ₹ 20K, but the Sum Insured will not be reduced. If the claim amount is ₹30K, then the amount in excess of 20K i.e., 10K will be reduced and hence the balance S.I will be ₹ 2.9 Lac.</p> <p><b>In Patient Hospitalisation (HIV&amp;AIDS / Mental Illness)</b> In case, Insured Person is diagnosed to be suffering from a Mental Illness or HIV &amp; AIDS then We will cover the Medical Expenses related to Hospitalization required for a Medically Necessary Treatment as per the following –</p> <p>a) HIV &amp; AIDS - Upto Sum Insured.</p> <p>b) Mental Illness – Upto Sum Insured For following illnesses, restricted upto SI or 3 lac whichever is lower. Schizophrenia, Bipolar Affective Disorders, Depression, Obsessive Compulsive Disorders, Psychosis</p>			
Pre-Hospitalisation	30 days	60 days	90 days	30/60/90 days
Post- Hospitalisation	60 days	90 days	180 days	60/90/180 days
Day Care Treatment	All day care procedures are covered; Up to the Sum Insured	All day care procedures are covered; Up to the Sum Insured	All day care procedures are covered; Up to the Sum Insured	All day care procedures are covered; Up to the Sum Insured
	<p><b>Disclaimer:</b> The standard exclusions and waiting periods are applicable to all the Day Care Procedures.</p>			
Domiciliary Hospitalisation	Up to the Sum Insured	Up to the Sum Insured	Up to the Sum Insured	Up to the Sum Insured
Counselling (For insured aged 18 years & above)	5 Sessions; Per session liability - ₹ 1500/-	5 Sessions; Per session liability - ₹ 1500/-	5 Sessions; Per session liability - ₹ 1500/-	5 Sessions; Per session liability - ₹ 1500/-

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Healthcare and Wellness	<ul style="list-style-type: none"> <li>▪ <u>Health Risk Assessment</u> – Reward Based.</li> <li>▪ <u>Self Disease Management</u> – Reward Based.</li> <li>▪ <u>Stay Fit</u> – Reward Based.</li> </ul>			
	<b>Health Check up</b> at the end of every claim free policy year <ul style="list-style-type: none"> <li>▪ <u>Cashless</u> - At our panelled Diagnostic Centres &amp; medical grid;</li> <li>▪ <u>Reimbursement</u> - At any Diagnostic centre (Locations where panelled DC's are not available with the municipal limits of the City)</li> </ul>			
	<b>Health Helpline</b> - call/chat online with medical practitioner's empanelled with Us			
Reinstatement of Inpatient Hospitalisation Sum Insured	100% of S.I will be reinstated in case the S.I is completely exhausted			
	Covered	Covered	Covered	Covered
Organ Donor Expenses	Covers surgical expenses for harvesting the Organ; Covered up to the S.I.			
	Not Covered	Covered	Covered	Cover can be opted
AYUSH (Up to the Sum Insured)	Not Covered	Covered	Covered	Cover can be opted
Emergency Road Ambulance/ Repatriation of Mortal Remains(RMR)/Funeral Expenses (per hospitalisation)	Not Covered	₹ 10,000/-	₹ 20,000/-	<b>Up to 5 Lac</b> - No Cover/5K/7.5K/10K
				<b>6-15 Lac</b> - No Cover/5K/7.5K/10K/ 15K
				<b>20-100 Lac</b> - No Cover/10K/15K/20K/ 25K/30K
Cumulative Bonus	Additional Sum Insured of 10% on every claim free year, up to a max of 50%			
	Not Covered	Not Covered	Covered	Cover can be opted
Maternity (including pre- and post-natal expenses) Waiting Period-2 yrs.	<b>Options</b> A-Normal-20K/Caesarean-50K B- Normal-50K/Caesarean-75 K C- Normal-75K/Caesarean-1 Lac D- Normal-1 Lac/Caesarean-1.5 Lac E- Normal-1.5 Lac/Caesarean-2 Lac			
	Not Covered	Not Covered	Normal-75K; Caesarean-1 Lac	<b>Up to 5 Lac</b> - No Cover/A
				<b>6-15 Lac</b> - No Cover/A/B
				<b>20-100 Lac</b> - No Cover/A/B/C/D/E
New Born Baby (Only applicable, if Maternity is opted)	Covers medical expenses (Up to maternity limits) for the treatment of a new born baby post birth up to 90 days from date of delivery			
	Not Covered	Not Covered	1st yr. Vaccination up to 15K	<b>Up to 5 Lac</b> - 1st yr.. Vaccination up to 7K
<b>6-15 Lac</b> - 1st yr. Vaccination up to 10K				

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				20-100 Lac - 1st yr. Vaccination up to 15K
Hospital Daily Cash (Max. up to 30 days hospitalisation per policy year & Min. 24 hrs hospitalisation Required)	Not Covered	Not Covered	₹ 4,000/-	Up to 5 Lac - No Cover/500/1K/1.5K
				6-15 Lac - No Cover/1K/1.5K/2K/3K
				20-100 Lac - No Cover/1K/2K/3K/4K/5K/7K/10K
Worldwide Emergency Hospitalisation	Not Covered	Not Covered	Covered	Up to 5 Lac - Not Covered
				Rest S.I - Cover can be opted
Medical Inflation	Additional Sum Insured of 10% on every Policy year, up to a max of 50%			
	Not Covered	Not Covered	Not Covered	Cover can be opted
Medical Second Opinion (on diagnosis of specified Critical Illness/ for surgical procedures)	Floater - Covered once every policy year for any one insured member.			
	Non- Floater - Covered once every policy year for each insured member.			
Emergency Air Ambulance	Not Covered	Not Covered	Not Covered	Up to 5 Lac - Not Covered
				6-15 Lac - No Cover/1Lac/2Lac/3Lac
				20-100 Lac - No Cover/1Lac/2Lac/3Lac /5Lac
Out Patient Treatment/year (Consultations/Diagnostics/ Pharmacy)	<b>Options</b>			
	A- Consultation-2K; Diagnostic/ medicines/ spectacles/ Hearing Aids - 3K			
	B- Consultation-4K; Diagnostic/ medicines/ spectacles/ Hearing Aids - 6K			
	C- Consultation-6K; Diagnostic/ medicines/ spectacles/ Hearing Aids - 9K			
Infertility (Waiting Period-3 years)	D- Consultation-8K; Diagnostic/ medicines/ spectacles/ Hearing Aids - 12K			
	Not Covered	Not Covered	Not Covered	Up to 5 Lac - No Cover/A
				6-15 Lac - No Cover/A/B
				20-100 Lac - No Cover/A/B/C /D
Infertility (Waiting Period-3 years)	Covers medical expenses incurred for 2 IVF cycles for infertility treatment. Waiting Period - 3 years			
	Not Covered	Not Covered	Not Covered	Up to 5 Lac - Not Covered
				6-15 Lac - 1/2 Lac
				20-100 Lac - 1/2/3 Lac
Deductibles*	Not Available	Not Available	Not Available	Up to 5 Lac - 10K/20K /30K/40K/50K

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				<b>6-15 Lac</b> - 20K/30K/40K/ 50K/75K/1Lac <b>20-100 Lac</b> - 20K/30K/40K/ 50K/ 75K/ 1Lac/ 1.25Lac/ 1.5Lac/ 2Lac
Voluntary Co Pay* (In case of Accidental Hospitalisation, co pay will not apply)	Not Available	Not Available	Not Available	10%/20%/30%
Waiver of mandatory Co-Payment	Not Available	Not Available	Not Available	Waiver can be opted
Critical Illness Benefit	Not Covered	Not Covered	Not Covered	1 Lac-10 Lac (in multiples of 1 Lac); Lump Sum Benefit on diagnosis of named 10 Critical Illness
Room Rent	No Capping	No Capping	No Capping	Capping can be opted  <b>Up to 5 Lac</b> - 1K/2K/3K/No Capping  <b>6-15 Lac</b> - 2K/3K/ 4K/No Capping  <b>20-100 Lac</b> - 5K/7K/10K/No Capping
ICU Charges	No Capping	No Capping	No Capping	1.5 times the Room Rent selected

\*Either of "Deductibles" or "Voluntary co Pay" can be opted by the client."

#### IMPORTANT CONDITIONS

Entry Age	Minimum Entry Age- 91 Days; Maximum Entry Age (Dependent Child)- 30 Years; Maximum Entry Age (Adult)- No Limit for 2 Lac S.I; For all other S.I- Max. entry age is limited to 70 years; 91 days – 5yrs – Can be covered with at least 1 parent
Exit Age	Adult - No Limit Dependent Child – 30 years
Family Definition	Floater A - 2 Adults+ 3 Dependent Children+2 Parents/Parents in Law Floater B - Parents and parents-in-law can be covered under a separate floater; Individual - Any number of members of any age with any defined relationship

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Relationship Covered	Self, Spouse, Children, Siblings, Parents, Parents in law			
Tenure	1/2/3 Years			
Initial Waiting Period	30 days; Exception – Accidental Hospitalisation & Hospitalisation due to Specified Critical Illness (Cancer, Myocardial Infarction, Stroke)			
Named Ailments Waiting	2 Years	2 Years	1 Year	<b>Up to 5 Lac – 2 Years</b> <b>Rest S.I – 1/2 Years</b>
Pre-Existing Disease Waiting Period	4 Years	3 Years	2 Years	<b>6-15 Lac - 3/4 years</b> <b>20-100 Lac - 2/3/4 years</b>
Waiting Period for coverage of Internal Congenital Anomaly	24 Months	24 Months	24 Months	24 Months
Waiting Period for Named Mental Illness	24 Months	24 Months	24 Months	24 Months
Mandatory Co-Pay	For members with entry age to the first policy as - 61 to 65 years – 10% Co-Pay 66 to 70 years – 20% Co-Pay Above 70 yrs – 30% Co-Pay (only for S.I of Rs. 2 Lac)  Co-Pay as applicable to the member at inception of 1st policy, will be applied on all subsequent renewals			
Medical Check Up (pre - Policy)	Based on S.I and age, medical tests will be applicable			
Zone	<p><b>Zone I:</b> Mumbai (All municipal regions under Mumbai Metropolitan Region ), Delhi, NCR (Municipal limits of Faridabad, Gurgaon, Noida, Ghaziabad), Bangalore (All municipal regions under Bangalore Metropolitan Region).</p> <p><b>Zone II:</b> Chennai (all municipal regions under Chennai Metropolitan Area), Kolkata (all municipal regions under Kolkata Metropolitan Area), Hyderabad (All municipal regions under Hyderabad Metropolitan Region), Pune (All municipal regions under Pune metropolitan Region), Ahmedabad (All municipal regions under Ahmedabad municipal corporation).</p> <p><b>Zone III:</b> All municipal regions of, state capitals not included in Zone I and II, Nagpur, Indore, Kochi, Coimbatore, Baroda, Surat, Ludhiana, Jalandhar.</p> <p><b>Zone IV:</b> Rest of India excluding cities included in Zone I, Zone II and Zone III.</p>			

## V. PREMIUM

The premium for this policy depends on Age, Gender, Plan, Sum Insured, Cover Type, Zone of Cover, Policy tenure, health status of the individual and Optional Covers opted.

Mode of Payment: Payment of premium will be available as onetime payment of annual premium or in instalment options (Quarterly/Half Yearly), as opted by the Policyholder.

Navi Health | UIN : NAVHLIP21582V032021

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Toll-free number: 1800 123 0004 | Fax: 022-4001 8251 | Website: [www.naviinsurance.com](http://www.naviinsurance.com) | Email: [insurance.help@navi.com](mailto:insurance.help@navi.com)  
CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

**OFFICE PREMIUM - Plan wise Premium Tables**

**Office Premium - Pre-Tax Rates in (Rs)**

<b>SILVER</b>				
<b>Age/Sum Insured</b>	<b>2,00,000</b>	<b>3,00,000</b>	<b>4,00,000</b>	<b>5,00,000</b>
91D-17Y	1,949	2,345	2,735	2,913
18-25	2,607	3,152	3,683	3,927
26-30	3,030	3,674	4,301	4,591
31-35	3,399	4,127	4,843	5,173
36-40	3,907	4,759	5,594	5,977
41-45	4,908	5,999	7,068	7,559
46-50	6,330	7,755	9,155	9,797
51-55	7,427	9,117	10,773	11,534
56-60	11,459	14,109	16,711	17,910
61-65	16,553	20,422	24,216	25,966
66-70	20,721	25,590	30,369	32,573
>70	31,127	38,489	45,714	49,056

<b>GOLD</b>						
<b>Age/Sum Insured</b>	<b>6,00,000</b>	<b>7,00,000</b>	<b>8,00,000</b>	<b>9,00,000</b>	<b>10,00,000</b>	<b>15,00,000</b>
91D-17Y	3,555	3,698	3,815	3,931	4,072	4,708
18-25	4,842	5,041	5,205	5,364	5,550	6,384
26-30	5,735	5,975	6,171	6,367	6,589	7,594
31-35	6,581	6,861	7,091	7,317	7,577	8,727
36-40	7,584	7,909	8,180	8,444	8,749	10,094
41-45	9,555	9,975	10,322	10,659	11,051	12,775
46-50	12,625	13,189	13,651	14,105	14,628	16,934
51-55	15,089	15,767	16,330	16,876	17,508	20,286
56-60	23,910	25,003	25,909	26,792	27,811	32,283
61-65	34,599	36,197	37,521	38,812	40,304	46,838
66-70	43,382	45,401	47,074	48,710	50,597	58,834
>70	65,329	68,392	70,937	73,421	76,290	88,766

<b>DIAMOND</b>					
<b>Age/Sum Insured</b>	<b>20,00,000</b>	<b>25,00,000</b>	<b>50,00,000</b>	<b>75,00,000</b>	<b>1,00,00,000</b>
91D-17Y	6,889	7,880	11,975	13,092	13,713
18-25	11,702	13,077	18,755	20,303	21,162
26-30	14,403	16,079	22,983	24,864	25,912
31-35	15,925	17,857	25,826	27,999	29,205
36-40	16,296	18,480	27,944	30,529	31,962
41-45	20,192	22,953	34,791	38,063	39,883
46-50	25,693	29,445	45,443	49,482	51,929
51-55	30,677	35,215	54,553	59,325	61,778
56-60	48,169	55,517	86,809	94,543	98,315

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 CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

61-65	69,707	80,435	1,26,137	1,37,440	1,42,967
66-70	87,452	1,00,986	1,58,592	1,72,870	1,79,870
>70	1,29,752	1,49,996	2,36,111	2,57,497	2,68,015

BASE RATE TABLE – My Navi Health								
Age/Sum Insured	2,00,000	3,00,000	4,00,000	5,00,000	6,00,000	7,00,000	8,00,000	9,00,000
91D-17Y	1,949	2,345	2,735	2,913	3,089	3,218	3,325	3,430
18-25	2,607	3,152	3,683	3,927	4,182	4,359	4,506	4,648
26-30	3,030	3,674	4,301	4,591	4,890	5,101	5,274	5,445
31-35	3,399	4,127	4,843	5,173	5,511	5,751	5,949	6,142
36-40	3,907	4,759	5,594	5,977	6,369	6,650	6,882	7,108
41-45	4,908	5,999	7,068	7,559	8,058	8,417	8,716	9,005
46-50	6,330	7,755	9,155	9,797	10,461	10,934	11,323	11,704
51-55	7,427	9,117	10,773	11,534	12,314	12,874	13,339	13,790
56-60	11,459	14,109	16,711	17,910	19,112	19,994	20,724	21,435
61-65	16,553	20,422	24,216	25,966	27,709	28,999	30,067	31,108
66-70	20,721	25,590	30,369	32,573	34,764	36,392	37,741	39,061
>70	31,127	38,489	45,714	49,056	52,356	54,826	56,877	58,881

Age/Sum Insured	10,00,000	15,00,000	20,00,000	25,00,000	50,00,000	75,00,000	1,00,00,000
91D-17Y	3,558	4,138	4,620	5,392	8,578	9,447	9,931
18-25	4,814	5,559	6,246	7,288	11,588	12,762	13,413
26-30	5,641	6,523	7,329	8,565	13,660	15,050	15,822
31-35	6,365	7,352	8,197	9,588	15,321	16,885	17,752
36-40	7,370	8,525	9,484	11,011	17,629	19,437	20,438
41-45	9,341	10,821	12,043	13,974	22,253	24,541	25,813
46-50	12,144	14,082	15,705	18,232	29,005	31,726	33,372
51-55	14,313	16,608	18,518	21,513	34,278	37,428	39,047
56-60	22,258	25,865	28,827	33,537	53,596	58,553	60,973
61-65	32,311	37,580	41,877	48,754	78,050	85,296	88,839
66-70	40,583	47,225	52,626	61,301	98,228	1,07,380	1,11,868
>70	61,195	71,255	79,407	92,552	1,48,472	1,62,358	1,69,189

## Pre-Tax Rates of Optional Cover in “My Navi Health Plan”

### Pre-Hospitalization:

- 2% Loading on Base Premium if 60 days is selected
- 4% Loading on Base Premium if 90 days is selected

### Post-Hospitalization:

- 2% Loading on Base Premium if 90 days is selected
- 4% Loading on Base Premium if 180 days is selected

### **Organ Donor**

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Organ Donor	147
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**AYUSH:**

**5% Loading on Base Premium if this cover is selected**

Road Ambulance/Repatriation of Mortal Remains/Funeral Expenses							
Age - Bands / Cover Limits	5000	7500	10000	15000	20000	25000	30000
91D-17Y	9	10	11	13	15	16	18
18-25	10	11	12	14	17	18	19
26-30	11	11	13	16	18	19	21
31-35	11	12	14	18	20	21	24
36-40	12	15	17	21	25	26	29
41-45	16	18	22	28	34	35	40
46-50	21	26	31	41	52	55	63
51-55	26	34	43	60	77	81	96
56-60	39	52	64	91	116	122	144
61-65	55	73	92	129	167	177	209
66-70	71	99	128	184	240	254	303
>70	122	192	262	402	542	576	696

**Cumulative Bonus:**

**8% Loading on Base Premium if this cover is selected**

**Worldwide Emergency Hospitalization:**

**5% Loading on Base Premium if this cover is selected**

**Medical Inflation:**

**20% Loading on Base Premium if this cover is selected**

**Deductibles:**

**If a deductible is selected, following discount is applicable on the base premium:**

Deductible Option/Age	91D-25Y	26Y-40Y	41Y-65Y	>65Y
10000	16.00%	9.50%	5.50%	3.50%
20000	25.00%	16.00%	10.50%	6.50%
30000	30.00%	20.00%	12.50%	8.00%

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40000	35.00%	22.50%	15.00%	10.00%
50000	37.50%	25.00%	18.00%	12.00%
75000	40.00%	27.50%	20.00%	14.00%
100,000	42.50%	30.00%	22.00%	15.00%
125,000	45.00%	32.50%	24.00%	16.00%
150,000	47.50%	35.00%	25.00%	17.00%
200,000	50.00%	37.50%	27.00%	18.00%

### Voluntary Copayment:

If a voluntary copayment is selected, following discount is applicable on the base premium:

- Copayment of 10%: Discount applicable on Base Premium is 9%
- Copayment of 20%: Discount applicable on Base Premium is 18%
- Copayment of 30%: Discount applicable on Base Premium is 27%

### Waiver of Mandatory Copayment for members with entry age above 60 years:

If the waiver of mandatory copayment is selected, following loading is applicable on the base premium:

Age	Mandatory Co-Payment	Loading
61 to 65 years	10%	15%
66 to 70 years	20%	25%
Above 70 years	30%	40%

### Reduction in Waiting Period for Named Ailments:

If the waiting period for named ailments is selected as 1 Year, following loading is applicable on the base premium:

Age Band	91D-17	18-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	66-70	>70
Loading for 1 year waiting period	0.50%	1.00%	2.00%	3.00%	5.00%	5.00%	7.50%	7.50%	10.00%	10.00%	10.00%	8.00%

### Reduction in Waiting Period for Pre-Existing Diseases:

If the waiting period for pre-existing diseases is selected as 24 months or 36 months, following loading is applicable on the base premium:

Age Band	36 months	24 months
91D-17	1.00%	2.00%

18-25	3.00%	5.00%
26-30	5.00%	7.50%
31-35	7.50%	10.00%
36-40	7.50%	12.00%
41-45	7.50%	12.00%
46-50	10.00%	15.00%
51-55	12.00%	18.00%
56-60	15.00%	20.00%
61-65	15.00%	20.00%
66-70	15.00%	20.00%
>70	15.00%	20.00%

**Capping on Room Rent and ICU Charges:**

**If room rent capping is selected, following discount is applicable on the base premium:**

Zone I							
Sum Insured/ Room Rent Limit	1000	2000	3000	4000	5000	7,000	10,000
200,000	-20%	-17%	-14%				
300,000	-16%	-14%	-11%				
400,000	-15%	-13%	-12%				
500,000	-14%	-12%	-11%				
6,00,000		-13%	-12%	-10%			
7,00,000		-14%	-13%	-11%			
8,00,000		-15%	-14%	-13%			
9,00,000		-16%	-15%	-13%			
10,00,000		-16%	-15%	-14%			
15,00,000			-14%	-13%	-12%	-10%	
20,00,000			-15%	-14%	-13%	-11%	
25,00,000			-15%	-14%	-13%	-12%	
50,00,000					-12%	-11%	-9%
75,00,000					-11%	-10%	-8%
1,00,00,000					-10%	-9%	-8%

Zone II							
Sum Insured/ Room Rent Limit	1000	2000	3000	4000	5000	7,000	10,000

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200,000	-13%	-11%	-8%				
300,000	-13%	-11%	-9%				
400,000	-11%	-9%	-7%				
500,000	-10%	-8%	-7%				
6,00,000		-10%	-8%	-7%			
7,00,000		-10%	-8%	-7%			
8,00,000		-10%	-9%	-8%			
9,00,000		-11%	-10%	-9%			
10,00,000		-12%	-11%	-10%			
15,00,000			-10%	-9%	-8%	-6%	
20,00,000			-10%	-9%	-8%	-6%	
25,00,000			-9%	-8%	-7%	-6%	
50,00,000					-6%	-5%	-3%
75,00,000					-5%	-4%	-3%
1,00,00,000					-5%	-4%	-3%

Zone III							
Sum Insured/ Room Rent Limit	1000	2000	3000	4000	5000	7,000	10,000
200,000	-7%	-4%	-2%				
300,000	-8%	-6%	-4%				
400,000	-9%	-7%	-5%				
500,000	-7%	-5%	-3%				
6,00,000		-6%	-4%	-3%			
7,00,000		-6%	-5%	-3%			
8,00,000		-7%	-6%	-4%			
9,00,000		-8%	-7%	-6%			
10,00,000		-8%	-6%	-5%			
15,00,000			-5%	-4%	-3%	-1%	
20,00,000			-5%	-4%	-3%	-1%	
25,00,000			-5%	-4%	-4%	-2%	
50,00,000					-3%	-2%	-1%
75,00,000					-3%	-2%	-1%
1,00,00,000					-3%	-2%	-1%

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Zone IV							
Sum Insured/ Room Rent Limit	1000	2000	3000	4000	5000	7,000	10,000
200,000	-4%	-1%					
300,000	-3%	-1%					
400,000	-5%	-3%	-1%				
500,000	-6%	-5%	-3%				
6,00,000		-3%	-1%				
7,00,000		-6%	-4%	-3%			
8,00,000		-4%	-3%	-2%			
9,00,000		-5%	-4%	-3%			
10,00,000		-6%	-4%	-3%			
15,00,000			-4%	-3%	-2%		
20,00,000			-4%	-3%	-2%		
25,00,000			-3%	-3%	-2%		
50,00,000					-1%		
75,00,000					-1%		
1,00,00,000					-1%		

Emergency Air Ambulance				
Age - Bands / Sum Insured Levels	100000	200000	300000	500000
91D-17Y	5	11	16	26
18-25	6	11	18	29
26-30	6	12	18	32
31-35	7	13	20	33
36-40	7	15	22	37
41-45	9	18	26	44
46-50	11	22	33	55
51-55	12	25	38	62
56-60	19	38	57	95
61-65	26	53	79	132
66-70	33	64	97	161
>70	44	88	132	220

**Hospital Daily Cash**

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Age - Bands / Sum Insured Levels	500	1000	1500	2000	3000	4000	5000	7000	10000
91D-17Y	99	198	297	396	592	790	988	1,383	1,977
18-25	113	226	339	451	678	904	1,129	1,581	2,259
26-30	121	240	359	480	720	961	1,199	1,679	2,400
31-35	128	253	381	509	763	1,016	1,270	1,779	2,541
36-40	141	283	424	565	847	1,129	1,412	1,977	2,823
41-45	170	339	509	678	1,016	1,355	1,694	2,372	3,388
46-50	211	424	635	847	1,270	1,694	2,118	2,964	4,235
51-55	240	480	720	961	1,441	1,920	2,400	3,360	4,800
56-60	367	735	1,102	1,468	2,203	2,937	3,671	5,139	7,341
61-65	509	1,016	1,525	2,033	3,049	4,066	5,082	7,115	10,164
66-70	622	1,243	1,864	2,484	3,727	4,969	6,211	8,696	12,423
>70	847	1,694	2,541	3,388	5,082	6,776	8,470	11,858	16,940

Infertility Cover			
Sum Insured Levels	100000	200000	300000
Office Premium	183	367	550

Maternity Expenses					
Age - Bands / Benefit Options offered	Option A	Option B	Option C	Option D	Option E
18 - 25	737	1,421	2,027	2,844	4,054
26 - 35	1,034	1,991	2,838	3,980	5,674
36 - 45	443	854	1,216	1,705	2,431
46 - 55	148	284	405	569	811

New Born Baby Cover				
Age - Bands / Cover Limits	7000	10000	15000	20000
18 - 25	170	242	363	484
26 - 35	238	339	509	678
36 - 45	101	145	218	290
46 - 55	33	48	73	97

Outpatient Treatment				
Benefit Options Offered	Option A	Option B	Option C	Option D
Office Premium	3667	6893	9240	11000

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Critical Illness Benefit					
Age - Bands / Sum Insured Levels	100000	200000	300000	400000	500000
91D-17Y	41	83	125	166	208
18-25	87	173	260	347	434
26-30	141	281	422	561	702
31-35	214	429	642	856	1070
36-40	369	737	1106	1475	1844
41-45	671	1342	2013	2685	3356
46-50	1105	2211	3317	4422	5528
51-55	1849	3698	5547	7396	9245
56-60	3008	6017	9024	12032	15041
61-65	5189	10380	15569	20759	25949
66-70	7214	14429	21644	28859	36073
>70	11196	22392	33588	44784	55979
- Bands / Sum Insured Levels	600000	700000	800000	900000	1000000
91D-17Y	249	290	332	374	415
18-25	520	607	693	781	867
26-30	842	983	1124	1264	1404
31-35	1285	1499	1712	1926	2141
36-40	2211	2580	2949	3318	3686
41-45	4027	4698	5370	6040	6712
46-50	6633	7739	8845	9950	11055
51-55	11094	12943	14792	16641	18490
56-60	18049	21058	24065	27073	30082
61-65	31139	36328	41518	46708	51898
66-70	43288	50502	57717	64932	72147
>70	67176	78372	89567	100764	111960

Medical Second Opinion	
Age - Bands / Sum Insured Levels	Premium
91D-17Y	2
18-25	4
26-30	5
31-35	8
36-40	13
41-45	24
46-50	40
51-55	67
56-60	108
61-65	187
66-70	260
>70	403

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## VI. ENDORSEMENTS

Any request for endorsement shall be made in writing by the Policyholder only. Any endorsement would be effective from the date of request as received from the policyholder, or the date of receipt of premium, whichever is later.

- a) Non-Premium Bearing Endorsement
  - i) Correction in Name of the Policyholder/Insured Person
  - ii) Correction in Gender of the Policyholder/Insured Person
  - iii) Correction in Relationship of the Policyholder/Insured Person
  - iv) Correction in Date of Birth of the Policyholder/Insured Person (if the change of age does not result in change of premium)
  - v) Change in correspondence address of the Policyholder (if the change of Address does not result in change of zone)
  - vi) Change/Updation in the contact details
  - vii) Change of Nominee details
  
- b) Premium Bearing Endorsement
  - i) Addition of members/dependents to the Policy
  - ii) Deletion of members/dependents from the Policy
  - iii) Change in Date of Birth/Age
  - iv) Change in Address (resulting in change in zone)

## VII. PRE-POLICY MEDICAL CHECK UP

You may need to undergo pre-policy medical check-up consisting of Tele-Health Underwriting which typically involves providing answers to Health questions telephonically and/or comprehensive medical check-up including undergoing laboratory investigations, if you are more than 45 years of age or have opted sum insured coverage of Rs 20,00,000/- and more.

Irrespective of age and sum insured opted, if you have declared having pre-existing disease during proposal stage, we may request you to undergo pre-policy medical check-up to further evaluate the health status.

Wherever required we may request for additional medical tests to be conducted based on the results of medical check-up that would have carried out previously.

50% cost of pre policy medical check-up will be borne by us for all accepted proposals. In case of rejected proposals or where a counter offer is not accepted by You, then You have to bear the full cost of medical tests.

<b>Test(s) for PPMC may include:</b>	MER, CBC with ESR, Lipid Profile, SGOT, SGPT, GGT, Bilirubin, BUN, Sr. Creatinine, Uric acid, Stress test, Chest X-Ray, USG Abdomen, PSA (Men), PAP (Female), HBsAg, HbA1c, Urine R/M, Urine microalbumin, Thyroid Profile  Additional test may be included basis nature of the risk being evaluated.
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Full explanation of tests is provided here:

**MER** – Medical Examination Report ; **CBC** - Complete Blood Count ; **ESR** - erythrocyte sedimentation rate; **SGOT** - Serum Glutamic Oxaloacetic Transaminase; **SGPT** - Serum Glutamic Pyruvic transaminase; **GGT** - Gamma-glutamyl transferase; **BUN** - blood urea nitrogen; **Sr. Creatinine** - Serum Creatinine; **USG Abdomen** – Sonography Abdomen; **PSA** - Prostate Specific Antigen; **PAP** - Prostatic Acid Phosphatase; **HBsAg** - Hepatitis B surface antigen; **Hb1Ac** - Glycated haemoglobin; **Urine R/M** - Urine Routine & Microscopy.

## VIII. DISCOUNTS

### 1. Family Floater Discount

If the policy is issued on floater basis and the discount applicable will be as per the below grid:

Family Combination	Discount computed from model (A)	Saving in Expenses (B)	Total Discount (A + B)
<b>Sum Insured – Up to INR 500,000</b>			
2 Adults	11%	4%	15%
2 Adults+1 Child	15%	5%	20%
2 Adults +2 Children	20%	6%	26%
2 Adults +1 Parent +1 Child	25%	6%	31%
2 Adults + 2 Parents	30%	6%	36%
2 Adults + 2 Parents +2 Children	35%	7%	42%
<b>Sum Insured – 6 Lakhs to 15 Lakhs</b>			
2 Adults	7%	4%	11%
2 Adults+1 Child	10%	5%	15%
2 Adults +2 Children	12%	6%	18%
2 Adults +1 Parent +1 Child	14%	6%	20%
2 Adults + 2 Parents	23%	6%	29%
2 Adults + 2 Parents +2 Children	25%	7%	32%
<b>Sum Insured – Above 15 Lakhs</b>			
2 Adults	3%	7%	10%
2 Adults+1 Child	4%	8%	12%
2 Adults +2 Children	5%	10%	15%
2 Adults +1 Parent +1 Child	6%	10%	16%
2 Adults + 2 Parents	11%	10%	22%
2 Adults + 2 Parents +2 Children	13%	12%	25%

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**2. Non-Floater Discount**

If the policy is issued on non-floater basis and the number of members in the same policy is more than 1, then the discount of 5% will be offered on the Policy premium.

**3. Long Term Discount**

If the policy is issued with tenure as:

- a) 2 years – A discount of 8% will be applicable on 2<sup>nd</sup> Year Premium
- b) 3 Years – A discount of 15% will be applicable on 3<sup>rd</sup> Year Premium

**4. Online Purchase Discount**

A discount of 15% will be offered, if the purchase of the Policy is done online.

**5. Zonal Discount**

Since the cost of medical care is higher in metro cities than in smaller cities, Zone wise discount is offered as per the below grid based on your area of residence:

Zone Change	Discount
Zone II	12%
Zone III	25%
Zone IV	35%

**Note** – Refer Section XVIII) 9) for Zonal Classification.

**6. NAVI GI Duniya Discount (Loyalty Discount)**

A discount of 5% will be offered on the purchase of new policy, to the existing customers of NAVI General Insurance Limited.

**7. Additional Family member discount**

A discount of 5% per member will be given on the overall policy premium.

**Note** – *Navi GI Duniya Discount (Loyalty Discount) and Additional Family Member(s) Discount is restricted to 5% in totality i.e. the policyholder will be applicable for either of the two discounts.*

**IX. SUBSTANDARD 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%.

These loadings are applicable from commencement date of policy including subsequent renewal(s) with Us.

We will inform You about the applicable risk loading through a counter offer letter and We will only issue the Policy once We receive your consent and applicable additional premium.

A detailed list of applicable loadings by Illness and by change in values of medical tests are listed below. These loadings may only be applied if the proposal is accepted with the declared illness/ with the deviated value of medical test report, at the time of underwriting.

Sr. No.	Illness/Condition	Underwriting Loading
1	Epilepsy	0 to 20%
2	Cataract	0 to 10%
3	Nasal Polyp	0 to 10%
4	Deviated Nasal Septum	0 to 10%
5	Perforated Tympanic Membrane	0 to 10%
6	Asthma	0 to 20%
7	Biliary Stones	0 to 20%
8	Gall Stones	0 to 20%
9	Inguinal Hernia	0 to 20%
10	Umbilical Hernia	0 to 20%
11	Anal Fistula	0 to 10%
12	Anal Fissure	0 to 10%
13	Haemorrhoids	0 to 10%
14	Renal Stones	0 to 20%
15	Uterine Fibroids	0 to 20%
16	Ovarian Cysts	0 to 20%
17	Fibroadenoma Breast	0 to 20%
18	Hydrocele	0 to 10%
19	Benign Prostatic Hyperplasia	0 to 10%
20	Thyroid Disorders (Hypothyroidism/ Hyperthyroidism)	0 to 10%
21	Dyslipidaemia	0 to 20%
22	Diabetes	0 to 20%
23	Anaemia	0 to 10%
24	Varicose Veins	0 to 10%
25	Hypertension	0 to 20%
26	Smoking/Tobacco Consumption	0 to 20%
27	Alcohol Consumption	0 to 20%
28	Poliomyelitis	0 to 10%
29	Mental Illness	0 to 20%
30	HIV & AIDS	0 to 100%

Sr. No.	Medical Test	Range of loading
1	CBC with ESR	0 to 10%
2	Lipid Profile	0 to 10%
3	Liver Function Test	0 to 10%
4	USG Abdomen	0 to 20%
5	X- Ray Chest	0 to 20%
6	PSA	0 to 10%
7	Urine Routine/Microscopy	0 to 20%

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#### X. PREMIUM PAYMENT TERM

Premium Payment for policy can be done in instalments. The options are available with an loadings as described below –

Mode/Term	1 year	2 years	3 years
Annual	0%	0%	0%
Half – Yearly	2%	4%	6%
Quarterly	4%	6%	8%
Monthly	6%	8%	10%

#### XI. CHANGE IN SUM INSURED

##### Enhancement -

Sum Insured can be enhanced at the time of renewal only.

For enhancement of Sum Insured, all waiting periods will apply as fresh only to the extent of the enhanced Sum Insured and from the effective date of such enhancement.

Any enhanced Sum Insured during any policy renewals will not be available for an illness, disease, injury already contracted under the previous policy periods.

You can submit a request for the enhancement in Sum Insured by filling the Change Request Form. Such requests will be processed as per the Underwriting Guidelines of the Company.

##### Reduction -

Sum Insured can be reduced at the time of renewal only.

You can submit a request for the reduction in Sum Insured by filling the Change Request Form.

#### XII. CHANGE OF POLICYHOLDER

The Policyholder may be changed only at the time of renewal. The new Policyholder must be a member of insured person's family (Spouse/ Son/ Daughter/ Parents).

The Policyholder may be changed during the policy period upon request in case of death of the Policyholder, emigration of Policyholder from India or in case of divorce of the Policyholder.

#### XIII. ADDITION OF INSURED PERSON

Addition of insured person can be made during the Policy Period for child between the age of 91 days and 180 days (both days inclusive) and for newly married spouse within 3 months of marriage.

Addition of insured person can also be done at renewal subject to underwriting.

For newly added insured person, all waiting periods will apply afresh.

#### XIV. INCLUSION OF COVER DURING POLICY PERIOD

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You can include following covers in the Policy during the Policy Period subject to our underwriting guidelines. In such a case, all the waiting periods as described in section 4 will be applicable from the date of endorsement.

Sr. No.	Cover	Sum Insured	Waiting Period
1	Emergency Road Ambulance/Repatriation of Mortal Remains/Funeral Expenses (per hospitalisation)	All Sum Insureds	Below waiting periods shall be applicable from the date of Endorsement – - 30 days - Named Ailments - Pre-Existing Disease - Internal Congenital Anomaly - Mental Illness
2	Organ Donor Expenses		
3	AYUSH		
4	Hospital Daily Cash		
5	Maternity and New Born Baby		
6	Cumulative Bonus		
7	Medical Inflation		
8	Medical Second Opinion		
9	Outpatient Treatment		
10	Infertility		
11	Worldwide Emergency Hospitalisation		
12	Emergency Air Ambulance		

#### XV. EXCLUSIONS

Policy does not cover any claim in respect of any Insured Person in any way resulting directly or indirectly from or attributable to any of the following unless specifically covered:

##### STANDARD EXCLUSIONS

- i) **Breach of Law** -- Code – Excl10 - Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.
- ii) **Chemical & Nuclear Exposure** - Treatment costs directly or indirectly caused by or contributed to or arising from nuclear weapons/materials, radioactive material, nuclear waste, nuclear fuel or from the combustion of nuclear fuel, chemical or biological weapons.
- iii) **War** - Treatment related to any condition resulting from, or as a consequence of War, invasion, act of foreign enemy, civil war, public defence, rebellion, revolution, insurrection, military or usurped acts.

## EXCLUSIONS SPECIFIC TO THE POLICY WHICH CANNOT BE WAIVED

### i) **Pre-Existing Diseases – Code – Excl01 –**

1. Expenses related to the treatment of a Pre existing disease (PED) and its direct complications shall be excluded until the expiry of number of months (as specified in the Policy Schedule) of continuous coverage after the date of inception of the first policy with insurer.
2. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
3. If the Insured person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.
4. Coverage under the policy after the expiry of number of months (as specified in the Policy Schedule) for any pre existing disease is subject to the same being declared at the time of application and accepted by Insurer.

### ii) **Specified Disease / procedure waiting period – Code – Excl02 -- (Named Ailments)**

- i. Expenses related to the treatment of the listed Conditions, surgeries/treatments shall be excluded until the expiry of number of months (as specified in the Policy Schedule) of continuous coverage after the date of inception of the first policy with us. This exclusion shall not be applicable for claims arising due to an accident.
- ii. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- iii. If any of the specified disease/procedure falls under the waiting period specified for pre-Existing diseases, then the longer of the two waiting periods shall apply.
- iv. The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- v. If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- vi. Refer Policy Wordings for the list of specific diseases/procedures.

### iii) **30 - day Waiting Period – Code – Excl03 –**

- a) Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an accident, provided the same are covered.
- b) This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more than twelve months.
- c) The within referred waiting period is made applicable to the enhanced sum insured in the event of granting higher sum insured subsequently.

iv) **Waiting Period for coverage of Internal Congenital Anomaly** - We will not pay in respect of Internal Congenital Anomaly within first 24 months from inception of first Policy with Us.

v) **Waiting Period for Named Mental Illness** - We will not pay for any treatment / Hospitalisation for the illnesses mentioned below or any complication arising from the same, during first twenty four (24) months from the inception of first Policy with Us.

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	Organ / Organ Systems	Illness
1.	<b>Mental Disorders</b>	a. Schizophrenia (ICD - F20 ; F21;F25) b. Bipolar Affective Disorders (ICD - F31; F34) c. Depression (ICD - F32; F33) d. Obsessive Compulsive Disorders (ICD - F42 ; F60.5) e. Psychosis (ICD - F 22 ; F23 ; F28 ; F29)

- vi) Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. **Code- Excl12**
- vii) **Cosmetic or Plastic Surgery – Code – Excl08** - Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.
- viii) **Circumcision** - Circumcisions unless necessary for the treatment of a disease or necessitated by an Injury.
- ix) **Rest Cure, Rehabilitation and Respite Care – Excl05** - Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
  - i. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
  - ii. Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.
- x) **External Congenital Anomaly** - We will not cover for screening, counselling and treatment related to External congenital anomalies.
- xi) **Dental Care** - Dental Treatment and Surgery of any kind, other than arising out of an Accident and subsequently requiring Hospitalisation.
- xii) **Hazardous or Adventure Sports – Code – Excl09** - Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.
- xiii) Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure. **Code- Excl14**
- xiv) **Unproven Treatments – Code – Excl16** - Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

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- xv) **Eyesight, Hearing Aids & External prosthesis –**
  - (a) Treatment related to routine eyesight checking or hearing tests including optometric therapy.
  - (b) Cost of hearing aids / Cochlear Implants, Spectacles or Contact Lenses.
  - (c) Cost related to providing, maintaining and fitting of external and or durable medical/non-medical equipment (as listed in non – medical expenses list) used for Diagnosis and or treatment including Continuous Positive Airway Pressure (CPAP), Continuous Ambulatory Peritoneal Dialysis (CAPD) or Infusion Pump, ambulatory devices - walkers, crutches, belts, collars, caps, splints, slings, braces, stockings of any kind, any artificial limb also any medical equipment which is subsequently used at home (except when used intra-operatively).
  
- xvi) **Refractive Error – Code- Excl15** - Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptries.
  
- xvii) **Change of Gender Treatments – Code – Excl07** - Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.
  
- xviii) **Medically Necessary Expenses** - Treatment or part of a treatment that is not reasonable and medically necessary and drugs or treatments which are not supported by a prescription.
  
- xix) **Non-Medical Expenses** - Non-medical expenses as listed on our website at [www.naviinsurance.com](http://www.naviinsurance.com).
  
- xx) **Non-Allopathic Treatment** - Expenses related to Non-Allopathic treatment.
  
- xxi) **Obesity / Weight Control – Code – Excl06** - Expenses related to the surgical treatment of Obesity that does not fulfil all the below conditions -
  - 1. Surgery to be conducted is upon the advice of the Doctor
  - 2. The surgery/Procedure conducted should be supported by clinical protocols
  - 3. The member has to be 18 years of age or older and
  - 4. Body Mass Index (BMI);
    - a) greater than or equal to 40 or
    - b) greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss:
      - i. Obesity-related cardiomyopathy
      - ii. Coronary heart disease
      - iii. Severe Sleep Apnea
      - iv. Uncontrolled Type2 Diabetes
  
- xxii) **Maternity Expenses.– Code – Excl18** -
  - i. Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;
  - ii. Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.

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- xxiii) **Preventive Vaccinations** - Expenses towards any treatment related to preventive care, vaccination including inoculation and immunizations (except in case of post-bite vaccination treatment) unless certified and recommended by the attending Medical Practitioner as part of in-patient treatment as a direct consequence of an otherwise covered claim.
- xxiv) **Sterility and Infertility – Code – Excl17** - Expenses related to sterility and infertility. This includes :
  - (i) Any type of contraception, sterilization
  - (ii) Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, /CS/
  - (iii) Gestational Surrogacy
  - (iv) Reversal of sterilization
- xxv) **Self-inflicted injuries or attempted suicide** - Expenses for treatment resulting directly or indirectly from self-inflicted Injury or suicide, attempted suicide while sane or insane.
- xxvi) **Treatment by a Medical Practitioner outside discipline** - Expenses for treatment rendered by Persons not registered as Medical Practitioner or from a Medical Practitioner practising outside the discipline that he/she is licensed for.
- xxvii) **Time bound Exclusions** - Any specific time bound exclusion(s) applied by Us and mentioned in the Schedule and accepted by the Insured Person.
- xxviii) **Investigation & Evaluation – Code – Excl04** -
  - a) Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded.
  - b) Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded.
- xxix) **Excluded Providers: Code- Excl11** - Expenses incurred towards treatment in any hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website / notified to the policyholders are not admissible. However, in case of life-threatening situations or following an accident, expenses up to the stage of stabilization are payable but not the complete claim.
- xxx) Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons. **Code- Excl13**
- xxxi) **Permanent Exclusions** - We will not pay for any disease which is permanently excluded and specified in the policy schedule with your due consent.

## XVI. CLAIMS PROCEDURE

### 1. Claim Intimation:

Notification of the claim must be made to Us/Our TPA in writing or at call centre.

In case of planned hospitalisation, notification of the claim must be done at least 48 hours prior to admission while for emergency hospitalisation, it should be done within 24 hours of admission to the hospital or before discharge whichever is earlier.

The following details are to be provided to Us at the time of intimation of Claim:

- (a) Policy Number
- (b) Health Card ID No.
- (c) Name of the Insured Person in whose relation the Claim is being lodged
- (d) Nature of Illness / Injury
- (e) Name and address of the attending Medical Practitioner and Hospital
- (f) Date of Admission
- (g) Any other information as requested by Us

### 2. Cashless Facility:

Cashless facility is available only at our network hospitals. Cashless facility can be availed by presenting the health card along with photo identification proof (Voter Card/Driving License/Passport/Pan Card/Aadhar Card etc.)

Network Provider List is available on our website at [www.naviinsurance.com](http://www.naviinsurance.com)

Notification should be done at least within 48 hrs prior to admission for planned hospitalisation and within 24 hrs of admission for emergency hospitalisation.

Pre-Authorisation request Form will be sent by the hospital to the Cashless department of TPA. All authorisation letters (containing information regarding details of sanctioned amount, any specific limitation on the claim, any Co-Payments or Deductibles and non-payable items if applicable) will be issued by the TPA within 3 hours from the receipt of last complete documents.

The validity of the authorisation letter is 15 days from the date of its issuance.

At the time of discharge, the hospital shall forward a final authorisation request. Discharge will be done post receipt of the final authorisation letter by the hospital.

### 3. Reimbursement Process:

Documents for reimbursement of the claim must be submitted to TPA/ Our office within 15 days from the date of discharge.

Documents to be submitted are –

- Claim Form Duly Filled and Signed
- Original Discharge/Death Summary
- Operation Theatre Notes (if any)
- Original Hospital Main Bill along with break up Bill and original receipts
- Original investigation reports, X Ray, MRI, CT films, HPE etc.
- Doctors Reference Slips for Investigations/Pharmacy

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- Original Pharmacy Bills
  - MLC/FIR Report/Post Mortem Report (if applicable and conducted).
  - Details of the implants including the sticker indicating the type as well as invoice towards the cost of implant
  - KYC documents (Photo ID proof, Pan Card, Aadhar Card etc.)
  - Cancelled cheque for NEFT payment
4. Notification of any deficiency of documents shall be done by the TPA within 3 working days of receiving claim documents.

First reminder for deficient documents shall be sent within 7 days and second reminder shall be sent within 10 days of first deficiency letter.

In case the deficient documents are not received after 15 days of the final reminder letter, the claim shall be rejected.

5. Claim documents for Pre-& Post hospitalisation should be sent to TPA within 15 days of completion of treatment.
6. Claim shall be settled/rejected within 30 days of the receipt of the last necessary documents or within 45 days in case where we have initiated investigation.
7. In case of delay in the payment beyond the stipulated timelines, we shall be liable to pay interest at a rate of two percent (2%) above the Bank Rate from the receipt of the last relevant document from the insured /claimant by Us till the date of actual payment.

**8. TPA Details**

For intimation of claim, submission of claim related documents and any claim related query, You can contact TPA assigned and /or as selected by You and which is appearing on your Policy Schedule and Health Card.

**XVII. TERMS AND CONDITIONS**

**1) Cancellation of Policy –**

- i. The policyholder may cancel this policy by giving 15days’ written notice and in such an event, the Company shall refund premium for the unexpired policy period as detailed below.

Period on Risk (in Months)	1 Year Policy Term	2 Year Policy Term	3 Year Policy Term
	Rate of Premium to be refunded	Rate of Premium to be refunded	Rate of Premium to be refunded
1	79%	87%	90%
2	71%	83%	88%
3	63%	79%	85%
4	55%	75%	82%
5	47%	71%	80%

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6	39%	67%	77%
7	31%	63%	74%
8	23%	59%	72%
9	9%	55%	69%
10	1%	51%	66%
11	0%	47%	64%
12	0%	43%	61%
13		39%	58%
14		35%	56%
15		31%	53%
16		27%	50%
17		23%	48%
18		19%	45%
19		15%	42%
20		11%	40%
21		5%	37%
22		1%	34%
23		0%	32%
24		0%	29%
25			26%
26			24%
27			21%
28			18%
29			16%
30			13%
31			10%
32			8%
33			3%
34			0%
35			0%
36			0%

Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the insured person under the policy.

- ii. The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

**2) Free Look Period**

The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy.

The insured person shall be allowed free look period of fifteen days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable.

If the insured has not made any claim during the Free Look Period, the insured shall be entitled to

- i. a refund of the premium paid less any expenses incurred by the Company on medical examination of the insured person and the stamp duty charges or
- ii. where the risk has already commenced and the option of return of the policy is exercised by the insured person, a deduction towards the proportionate risk premium for period of cover or
- iii. Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period;

### 3) **Renewal of Policy**

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

- i. The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any notice for renewal.
- ii. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- iii. Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
- iv. At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of thirty (30) days to maintain continuity of benefits without break in policy. Coverage is not available during the grace period.
- v. No loading shall apply on renewals based on individual claims experience.

### 4) **Portability –**

You can opt to port your existing health insurance policy to this product subject to the following:

- b) You should submit application for portability with complete documentation at least 45 days prior to expiry of your existing health insurance policy.
- c) You were covered under Retail Health Insurance Policy from a Non-Life Insurance Company registered with IRDAI.
- d) If the previous policy Sum Insured is lower than the Sum Insured opted under this policy, waiting periods will apply to the amount of proposed increase in Sum Insured only.
- e) Portability benefit will be credited up to the extent of the sum of previous Sum Insured and cumulative bonus (if any).
- f) In case previous policy has permanent exclusions for Maternity, infertility, and Mental Illness then waiting period for these conditions will be afresh.
- g) In case previous policy has coverage for Maternity, infertility, and Mental Illness then as per portability guidelines waiting period credit for these covers is permissible.
- h) All waiting periods shall be applicable individually for each insured person.

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- i) Acceptance of the portability application will be based on the underwriting guidelines of the Company. We may at Our sole discretion restrict the terms on which we may offer the cover.
- j) There is no obligation on Us to insure all Insured Persons on the proposed terms, even if we have received all the documentation from you.
- k) In case You opt to port to any other Insurance Company for renewal, under the portability provision and the outcome of such portability request is awaited from the new insurer on the date of renewal:
  - ii) On Your request, we may extend this policy for a period of not less than one month at an additional premium to be paid on a prorated basis.
  - iii) If a claim is reported during this extension period, you will be required to first pay the full annual policy premium. Our liability for the payment of such claim shall commence only once such premium is received.

#### 5) **Withdrawal of Policy**

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

Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period. as per IRDAI guidelines, provided the policy has been maintained without a break.

#### 6) **Possibility of Revision of Terms of the Policy including the Premium rates**

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

#### 7) **Premium Payment in Instalment-**

If the insured person has opted for Payment of Premium on an instalment basis i.e. Half Yearly, Quarterly or Monthly, as mentioned in the policy Schedule/Certificate of Insurance, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the policy)

- i. Grace Period of 15 days would be given to pay the instalment premium due for the policy.
- ii. During such grace period, coverage will not be available from the due date of instalment premium till the date of receipt of premium by Company.
- iii. The insured person will get the accrued continuity benefit in respect of the "Waiting Periods", "Specific Waiting Periods" in the event of payment of premium within the stipulated grace Period.
- iv. No interest will be charged If the instalment premium is not paid on due date.
- v. In case of instalment premium due not received within the grace period, the policy will get cancelled.
- vi. In the event of a claim, all subsequent premium instalments shall immediately become due and payable.

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vii. The company has the right to recover and deduct all the pending instalments from the claim amount due under the policy.

**8) Mandatory Co Payment –**

If the entry age of the Insured Person at the first inception of policy with Us is 61 years or above, the Co-Payment will be applicable as per the below grid.

Age at Entry	Co-Payment
61-65 years	10%
66-70 years	20%
Above 70 years (Only for S.I. ₹ 2 Lac)	30%

**9) Moratorium Period**

After completion of eight continuous years under the policy no look back to be applied. This period of eight years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of 8 continuous years would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.

**10) Zonal Classification –**

**Zone – I:** Delhi, NCR (Municipal limits of Faridabad, Gurgaon, Noida, Ghaziabad), Mumbai (All municipal regions under Mumbai Metropolitan Region), Bangalore (All municipal regions under Bangalore Metropolitan Region)

**Zone – II:** Hyderabad (All municipal regions under Hyderabad Metropolitan Region), Pune (All municipal regions under Pune metropolitan Region), Chennai (all municipal regions under Chennai Metropolitan Area), Kolkata (all municipal regions under Kolkata Metropolitan Area), Ahmedabad (All municipal regions under Ahmedabad municipal corporation)

**Zone – III:** All municipal regions of state capitals not included in Zone I and Zone II, Nagpur, Indore, Kochi, Coimbatore, Baroda, Surat, Ludhiana, Jalandhar.

**Zone – IV:** Rest of India excluding the cities included in Zone-I, Zone-II and Zone III.

Policyholder’s paying Zone-I premium can avail treatment all over India without any Co-Payment.

Policyholder’s paying Zone-II premium can avail treatment in Zone-II, Zone-III and Zone-IV without any Co-Payment but shall have to bear a Co-Payment of 12% of each and every claim if treatment in Zone-I is availed.

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Policyholder's paying Zone-III premium can avail treatment in Zone-III and Zone-IV without any Co-Payment but shall have to bear a Co-Payment of

- i) 25% of each and every claim if treatment in Zone-I is availed
- ii) 15% of each and every claim if treatment in Zone-II is availed

Policyholder's paying Zone-IV premium can avail treatment in Zone-IV without any Co-Payment but shall have to bear a Co-Payment of

- i) 35% of each and every claim if treatment in Zone-I is availed
- ii) 25% of each and every claim if treatment in Zone-II is availed
- iii) 10% of each and every claim if treatment in Zone-III is availed

### **XVIII. 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 [insurance.help@navi.com](mailto:insurance.help@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
- f. You can also dispatch Your letters to Us at:

**NAVI General Insurance Limited**  
402,403 & 404, A & B Wing, 4th Floor,  
Fulcrum, Sahar Road, Next to Hyatt Regency,  
Andheri (East), Mumbai – 400099. Maharashtra

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)

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**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](tel:155255) (or) [1800 4254 732](tel:18004254732). You can also register an online complaint on the website <http://igms.irda.gov.in>.

If Your concern remains unresolved after having followed the above escalation procedure 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)

**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

Illustration 1: Cumulative Bonus								
If Insured Person has a non-ported policy of Sum Insured 1 Lac. Let's see how cumulative bonus will work in renewals.								
	Policy Year	Claim Status	Current Year CB (%)	Current Year CB (₹)	Accumulated CB	Unutilized Policy Sum Insured		Accumulated Sum Insured (Unutilized Policy SI + Accumulated CB)
						(Policy Insured-Claim Amt)	Sum Insured	
Scenario 1	1 Year	No Claim	NIL	NIL	NIL	1,00,000		1,00,000
	2 Year	No Claim	10%	10,000	10,000	1,00,000		1,10,000
	3 Year	No Claim	10%	10,000	20,000	1,00,000		1,20,000
	4 Year	No Claim	10%	10,000	30,000	1,00,000		1,30,000
	5 Year	No Claim	10%	10,000	40,000	1,00,000		1,40,000
	6 Year	No Claim	10%	10,000	50,000	1,00,000		1,50,000
	7 Year	No Claim	Not Available - Since CB cannot accumulate more than 50% of Sum Insured		50,000	1,00,000		1,50,000
Scenario 2	1 Year	No Claim	NIL	NIL	NIL	1,00,000		1,00,000
	2 Year	No Claim	10%	10,000	10,000	1,00,000		1,10,000
	3 Year	No Claim	10%	10,000	20,000	1,00,000		1,20,000
	4 Year	No Claim	10%	10,000	30,000	1,00,000		1,30,000
	5 Year	Claim ₹ 80,000	10%	10,000	40,000	20,000		60,000
	6 Year	Claim ₹ 40,000	-10%	-10,000	30,000	60,000		90,000
			CB reduced by 10% due to claim in previous year.					
7 Year	Claim ₹ 1,50,000	-10%	-10,000	20,000	0		0	
		CB reduced by 10% due to claim in previous year.						
						Sum Insured utilized for paying 1,00,000, unpaid	Complete CB (20,000) is utilized for paying unpaid claim amount	

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 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: [insurance.help@navi.com](mailto:insurance.help@navi.com)  
 CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

					claim amount is 50,000	
8 Year	No Claim	0%	0	0	1,00,000	1,00,000
				As accumulated CB of previous years is completely utilised in last year		
9 Year	No Claim	10%	10,000	10,000	1,00,000	1,10,000
10 Year	No Claim	10%	10,000	20,000	1,00,000	1,20,000

Illustration 2: Reinstatement of In-patient Hospitalisation Sum Insured								
In case an Insured person opts for a Sum Insured of 1 Lac. He also has Cumulative Bonus cover. Let's understand how reinstatement benefit will apply to the Insured person.								
	Policy Term	Claim Status	Balance Sum Insured (₹) (Policy SI-Claim Amt)	Current Year CB (%)	Current Year CB (₹)	Accumulated CB	Total Accumulated SI including CB (₹)	Will Reinstatement Trigger
Scenario 1	1 Year	No Claim	1,00,000	NA	NA	NA	1,00,000	No
	2 Year	No Claim	1,00,000	10%	10,000	10,000	1,10,000	No
	3 Year	Claim – ₹ 90,000	10000	10%	10,000	20,000	30,000 (Unutilised SI = ₹ 10,000 + Accumulated CB = ₹ 20,000)	No Sum Insured is still available.
Scenario 2	1 Year	No Claim	1,00,000	NIL	NIL	Nil	1,00,000	No
	2 Year	No Claim	1,00,000	10%	10,000	10,000	1,10,000	No
	3 Year	No Claim	1,00,000	10%	10,000	20,000	1,20,000	No
	4 Year	No Claim	1,00,000	10%	10,000	30,000	1,30,000	No
	5 Year	No Claim	1,00,000	10%	10,000	40,000	1,40,000	No
	6 Year	Claim – ₹ 1,55,000	0	10%	10,000	50,000	0 Total Amount paid under the policy is ₹	Yes Policy SI reinstated for ₹ 1,00,000

						1,50,000 (Policy SI = ₹ 1,00,000 + accumulated CB = ₹ 50,000).	Reinstated amount shall not be available for this Claim which has exhausted the base SI including CB.
Reinstatement will trigger in 6 <sup>th</sup> year as the insured person has completely exhausted the total sum insured amount eligible for the year i.e Base Sum Insured and cumulative bonus. Reinstated Amount is not inclusive of Cumulative Bonus and Medical Inflation amount, if any.							

Illustration 3: Medical Inflation (MI)							
If Insured Person has a policy of 1 Lac. Let's understand how Medical Inflation benefit will work in renewal							
Policy Term	Claim Status	Balance Sum Insured (₹) (SI-Claim Amt)	Medical Inflation (%)	Medical Inflation (₹)	Total Accumulated MI (₹)	Total Accumulated SI including MI (₹)	
1 Year	No Claim	1,00,000	NA	NA	NA	1,00,000	
2 Year	No Claim	1,00,000	10%	10,000	10,000	1,10,000	
3 Year	No Claim	1,00,000	10%	10,000	20,000	1,20,000	
4 Year	Claim ₹ 80,000	20,000	10%	10,000	30,000	50,000	
5 Year	Claim ₹ 40,000	60,000	10%	10,000	40,000	1,00,000	
			Irrespective of Claim in Previous Policy Year				
6 Year	No Claim	1,00,000	10%	10,000	50,000	1,50,000	
7 Year	No Claim	1,00,000	Not Available - Since MI cannot accumulate more than 50% of Sum Insured		50,000	1,50,000	

**Illustration 4: Reinstatement and Combined Additive effect of Cumulative Bonus & Medical Inflation**

If Insured Person has a policy of 1 Lac. Let's understand how Medical Inflation benefit will work in renewal and how medical inflation & cumulative bonus will work at the time of claim.

	Policy Term	Policy SI	Claim Status	Balance Base Sum Insured (₹)	Medical Inflation (%)	Total Accumulated MI (₹)	Current Year CB (%)	Accumulated CB	Balance Policy SI	Will Reinstatement Trigger
		(Base SI + MI)		(Base SI - Claim Amt)					(Policy SI - Claim Amount)	
Scenario 1	1 Year	1,00,000	No Claim	1,00,000	NA	NA	NA	NA	1,00,000	No
	2 Year	1,10,000	No Claim	1,00,000	10% of Base SI	10,000	10% of Base SI	10,000	1,10,000	No
	3 Year	1,20,000	No Claim	1,00,000	10% of Base SI	20,000	10% of Base SI	20,000	1,20,000	No
	4 Year	1,30,000	Claim ₹ 80,000	20,000	10% of Base SI	30,000	10% of Base SI	30,000	50,000	No
	5 Year	1,40,000	Claim	0	10% of Base SI	40,000	- 10% of Base SI	20,000	0	Yes

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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: [insurance.help@navi.com](mailto:insurance.help@navi.com)  
 CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

		₹ 1,70,000		Irrespective of Claim in Previous Policy Year		Claim in Previous Policy Year		₹ 1,60,000 is paid = 1,40,000 (Policy SI) + ₹ 20,000 (Accumulated CB)	Reinstated Amt 1,00,000 for rest of the policy Year
6 Year	1,00,000	No Claim	1,00,000	10% of Base SI	10,000	- 10% of Base SI	0	1,00,000	No
7 Year	1,10,000	No Claim	1,00,000	10% of Base SI	20,000	10% of Base SI	10,000	1,10,000	No

### Illustration 5 - Self Disease Management

**Scenario 1** - An Insured Person opts for a policy with Us and undergoes a Pre-Policy medical check-up due to his Age or his declared medical condition and is found to have Diabetes (HbA1C value 7%). Let's understand how he can avail discount at renewal if he manages his Diabetes well.

1	He has to manage his health by adopting healthy lifestyle practices to control his Diabetes.
2	Since his 1 <sup>st</sup> health screening is already happened by way of Pre-Policy medical check-up at our empanelled service provider, he has to undergo only 2 <sup>nd</sup> health screening test.
3	Before 90 days of expiry of the Policy year, he has to undergo HbA1C (Glycated Haemoglobin) test as 2 <sup>nd</sup> health screening test at Our Empanelled Service Provider only, at his own cost.
4	If his values are more than 6.4%, he will NOT be eligible for any discount. If his values fall within the range of 5.7-6.4%, he will be eligible for 3% discount. If his values fall within the range of ≤ 5.6%, he will be eligible for 5% discount.

**Scenario 2** - An Insured Person opts for a policy with Us and during the policy year found to have acquired Hypertension (Blood Pressure - SBP: >140 mmHg & DBP: >90 mmHg) & Hyperlipidemia (Cholesterol - > 240 mg/dl). Let's understand how he can avail discount at renewal if he manages his Chronic diseases well.

1	He has to manage his health by adopting healthy lifestyle practices to control his Chronic Diseases.
2	Since he has acquired chronic diseases during the Policy year, he will have to undergo 1 <sup>st</sup> health screening i.e Cholesterol tests & Blood Pressure immediately after the renewal (i.e at the beginning of the next policy year) in our empanelled network provider only, at his own cost.
3	Once 1 <sup>st</sup> health screening test is done at the beginning of the policy year(renewal year), he will have to undergo 2 <sup>nd</sup> health screening i.e Cholesterol tests & Blood Pressure, 90 days before the expiry of the Policy year at Our Empanelled Service Provider only, at his own cost.
4	If he is able to control both the chronic diseases i.e – his Cholesterol values are in range of 200 - 240 mg/dl & Blood pressure range is within 120-139 mmHg (SBP) & 80-89 mmHg (DBP), he will be eligible to get discount of 10% (5% each under respective chronic disease table).  If he is able to control only one chronic diseases i.e – If Cholesterol values are more than 240 mg/dl & Blood pressure range is within 120-139 mmHg (SBP) & 80-89 mmHg (DBP), he will be eligible to get discount of 3% for managing single disease only.

#### NOTE –

- i. Discount percentage shall be applied based on the values obtained from the 2<sup>nd</sup> screening test.

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CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

- ii. If the values obtained in the 2<sup>nd</sup> screening test falls within the range as listed in 2<sup>nd</sup> test Column of the respective Chronic Disease Management Grid then discount corresponding to that range shall be applied.
- iii. If the Insured is able to manage more than one specified chronic disease, the cumulative discounts shall be offered up to a maximum of 10% on renewal premium.

**Disclosure of benefit/premium illustration for Health insurance policies**

**Silver Plan benefit Illustration (premium excluding GST)**

Age of the members insured	Coverage opted on Individual basis covering each member of the family separately (at a single point in time)		Coverage opted on Individual basis covering multiple members of the family under a single policy (Sum Insured is available for each member of the family)				Coverage opted on family floater basis with overall Sum Insured (Only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum insured (Rs)	Premium (Rs.)	Discount, if any	Premium after discount	Sum insured (Rs)	Premium for all members of family	Floater discount, if any	Premium after discount	Sum insured (Rs)
31	5,173	500,000	5,173	5%	4,914	500,000	5,173	20%	4,138	500,000
28	4,591	500,000	4,591		4,361	500,000	4,591		3,673	
5	2,913	500,000	2,913		2,767	500,000	2,913		2,330	
	Total Premium for all members of family is Rs 12,677 when each member is covered separately. Sum Insured available for each individual is Rs. 5,00,000		Total Premium for all members of family is Rs 12,043 when they are covered under single policy. Sum Insured available for each family member is Rs. 5,00,000				Total Premium when policy is opted on floater basis is Rs 10,142 Sum Insured of Rs. 5,00,000 is available for the entire family			
53	11,534	500,000	11,534	5%	10,957	500,000	11,534	15%	9,804	500,000
48	9,797	500,000	9,797		9,307	500,000	9,797		8,327	
	Total Premium for all members of family is Rs 21,331 when each member is covered separately. Sum Insured available for each individual is Rs. 5,00,000		Total Premium for all members of family is Rs 20,264 when they are covered under single policy. Sum Insured available for each family member is Rs. 5,00,000				Total Premium when policy is opted on floater basis is Rs 18,131 Sum Insured of Rs. 5,00,000 is available for the entire family			
67	32,573	500,000	32,573	5%	30,944	500,000	32,573	15%	27,687	500,000
63	25,966	500,000	25,966		24,668	500,000	25,966		22,071	

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Total Premium for all members of family is Rs. 58,539 when each member is covered separately. Sum Insured available for each individual is Rs. 5,00,000	Total Premium for all members of family is Rs. 55,612 when they are covered under single policy. Sum Insured available for each family member is Rs. 5,00,000	Total Premium when policy is opted on floater basis is Rs. 49,758 Sum Insured of Rs. 5,00,000 is available for the entire family
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**Gold Plan benefit Illustration (premium excluding GST)**

Age of the members insured	Coverage opted on Individual basis covering each member of the family separately (at a single point in time)		Coverage opted on Individual basis covering multiple members of the family under a single policy (Sum Insured is available for each member of the family)				Coverage opted on family floater basis with overall Sum Insured (Only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum insured (Rs)	Premium (Rs.)	Discount, if any	Premium after discount	Sum insured (Rs)	Premium for all members of family	Floater discount, if any	Premium after discount	Sum insured (Rs)
31	8,727	1,500,000	8,727	5%	8,291	1,500,000	8,727	15%	7,418	1,500,000
28	7,594	1,500,000	7,594		7,214	1,500,000	7,594		6,455	
5	4,708	1,500,000	4,708		4,473	1,500,000	4,708		4,002	
	Total Premium for all members of family is Rs 21,029 when each member is covered separately. Sum Insured available for each individual is Rs. 15,00,000		Total Premium for all members of family is Rs 19,978 when they are covered under single policy. Sum Insured available for each family member is Rs. 15,00,000				Total Premium when policy is opted on floater basis is Rs 17,875 Sum Insured of Rs. 15,00,000 is available for the entire family			
53	20,286	1,500,000	20,286	5%	19,272	1,500,000	20,286	11%	18,055	1,500,000
48	16,934	1,500,000	16,934		16,087	1,500,000	16,934		15,071	

	Total Premium for all members of family is Rs 37,220 when each member is covered separately. Sum Insured available for each individual is Rs. 15,00,000		Total Premium for all members of family is Rs 35,359 when they are covered under single policy. Sum Insured available for each family member is Rs. 15,00,000				Total Premium when policy is opted on floater basis is Rs 33,126 Sum Insured of Rs. 15,00,000 is available for the entire family			
67	58,834	1,500,000	58,834	5%	55,892	1,500,000	58,834	11%	52,362	1,500,000
63	46,838	1,500,000	46,838		44,496	1,500,000	46,838		41,686	
	Total Premium for all members of family is Rs. 1,05,672 when each member is covered separately. Sum Insured available for each individual is Rs. 15,00,000		Total Premium for all members of family is Rs. 1,00,388 when they are covered under single policy. Sum Insured available for each family member is Rs. 15,00,000				Total Premium when policy is opted on floater basis is Rs. 94,048 Sum Insured of Rs. 15,00,000 is available for the entire family			

#### Platinum Plan benefit Illustration (premium excluding GST)

Age of the members insured	Coverage opted on Individual basis covering each member of the family separately (at a single point in time)		Coverage opted on Individual basis covering multiple members of the family under a single policy (Sum Insured is available for each member of the family)				Coverage opted on family floater basis with overall Sum Insured (Only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum insured (Rs)	Premium (Rs.)	Discount, if any	Premium after discount	Sum insured (Rs)	Premium for all members of family	Floater discount, if any	Premium after discount	Sum insured (Rs)
31	17,857	2,500,000	17,857	5%	16,964	2,500,000	17,857	12%	15,714	2,500,000
28	16,079	2,500,000	16,079		15,275	2,500,000	16,079		14,150	
5	7,880	2,500,000	7,880		7,486	2,500,000	7,880		6,934	

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	Total Premium for all members of family is Rs 41,816 when each member is covered separately. Sum Insured available for each individual is Rs. 25,00,000		Total Premium for all members of family is Rs 39,725 when they are covered under single policy. Sum Insured available for each family member is Rs. 25,00,000				Total Premium when policy is opted on floater basis is Rs 36,798 Sum Insured of Rs. 25,00,000 is available for the entire family			
53	35,215	2,500,000	35,215	5%	33,454	2,500,000	35,215	10%	31,694	2,500,000
48	29,445	2,500,000	29,445		27,973	2,500,000	29,445		26,501	
	Total Premium for all members of family is Rs 64,660 when each member is covered separately. Sum Insured available for each individual is Rs. 25,00,000		Total Premium for all members of family is Rs 61,427 when they are covered under single policy. Sum Insured available for each family member is Rs. 25,00,000				Total Premium when policy is opted on floater basis is Rs 58,194 Sum Insured of Rs. 25,00,000 is available for the entire family			
67	100,986	2,500,000	100,986	5%	95,937	2,500,000	100,986	10%	90,887	2,500,000
63	80,435	2,500,000	80,435		76,413	2,500,000	80,435		72,392	
	Total Premium for all members of family is Rs. 1,81,421 when each member is covered separately. Sum Insured available for each individual is Rs. 25,00,000		Total Premium for all members of family is Rs. 1,72,350 when they are covered under single policy. Sum Insured available for each family member is Rs. 25,00,000				Total Premium when policy is opted on floater basis is Rs. 1,63,279 Sum Insured of Rs. 25,00,000 is available for the entire family			