

PROSPECTUS AND SALES LITERATURE

I. Eligibility Criteria

| | |
|---|---|
| Entry Age – Minimum | Individual : 5 years Floater : 3 months with at least 1 member of age 18 years or above |
| Entry Age – Maximum | Adult: 65 Years Dependent Child: 24 Years |
| Exit Age | Adult: Lifelong Dependent Child: 25 Years |
| Age of Proposer | 18 Years or above |
| Policy Term | 1 Year |
| How can You cover Yourself | Individual basis (maximum up to 6 Persons) |
| Floater combinations | 1Adult + 1Child / 1Adult + 2Children / 1Adult + 3Children / 1Adult + 4Children / 2Adults / 2Adults + 1Child / 2Adults + 2Children / 2Adults + 3Children / 2Adults + 4Children |
| Who are covered (Relationship with respect to the Proposer) | Self, Legally wedded spouse, Dependent children, Parents, Parents-in-law. |

Notes:

- Proposer with age above 65 years can obtain policy for family, without covering Self.
- Child would be ported to an individual policy (having a separate Sum Insured) and treated as an adult Insured Person, upon attaining 25 years of age, at the time of renewal.
- All the Age calculations are as per “Age Last Birthday” as on the date of first issue of Policy and / or at the time of Renewal.
- Option of Mid-term inclusion of a Person in the Policy will be only upon marriage or childbirth; Additional differential premium will be calculated on a pro rata basis.

2. Scope of Cover

A. General Conditions Applicable To All The Benefits

1. The Eligibility Criteria & Benefits mentioned in this Prospectus & Sales Literature form part of the coverage provided under the Policy.
2. In this document, words like “We”, “Us” or “Our/Ours” represents the Insurer i.e., “Religare Health Insurance Company” and “You” or “Your/Yours” represents the “Proposer” or “Insured Person(s)”
3. The maximum, total and cumulative liability of the Company in respect of an Insured Person for any and all Claims arising under this Policy during the Policy Year shall not exceed the Sum Insured against that benefit for that Insured Person.
4. On Floater Basis, the Company's maximum, total and cumulative liability, for any and all Claims incurred during the Policy Year in respect of all Insured Persons, shall not exceed the Sum Insured.
5. For any single Claim during a Policy Year, the maximum Claim amount payable shall be sum total of Sum Insured, Cumulative Bonus (CB).
6. All Claims shall be payable subject to the terms, conditions, exclusions, sub-limits and wait periods of the Policy and subject to availability of the Sum Insured.
7. Any Claim paid for Benefits shall reduce the Sum Insured for the Policy Year and only the balance shall be available for all the future claims for that Policy Year.

8. Admissibility of a Claim under "Hospitalization Expenses" is a pre-condition to the admission of a Claim under Ambulance Cover, Cataract Treatment, Pre Hospitalization Medical Expenses and Post Hospitalization Medical expenses, and the event giving rise to a Claim under Benefit "Hospitalization Expenses" shall be within the Policy year for the Claim of such Benefit to be accepted.
9. If the Insured Person suffers a relapse within 45 days from the date of last discharge / consultation from the Hospital for which a Claim has been made, then such relapse shall be deemed to be part of the same Claim and all the limits of Per Claim Limit under this Policy shall be applied as if they were under a single Claim.

2.1. Hospitalization:

We shall indemnify medical expenses incurred for Hospitalization of Yours during the Policy year, up to the Sum Insured and Cumulative Bonus for,

- (i) Room Rent, Boarding, Nursing Expenses as provided by the Hospital / Nursing Home up to 2% of the sum insured subject to maximum of Rs.5000/-, per day.
- (ii) Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses up to 5% of sum insured subject to maximum of Rs.10,000/- per day.
- (iii) Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialist Fees whether paid directly to the treating doctor/ surgeon or to the hospital
- (iv) Anesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines and drugs, costs towards diagnostics, diagnostic imaging modalities and such similar other expenses.

2.1.1 Other Expenses:

- i. Expenses incurred on treatment of cataract subject to the sub limits.
- ii. Dental treatment, necessitated due to disease or injury
- iii. Plastic surgery necessitated due to disease or injury
- iv. All the day care treatments
- v. Expenses incurred on road Ambulance subject to a maximum of Rs.2000/- per Hospitalization.

2.2 AYUSH Treatment

We shall indemnify medical expenses incurred for inpatient care treatment under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems of medicines during each Policy Year up to the limit of sum insured in any AYUSH Hospital.

2.3. Cataract Treatment

We shall indemnify medical expenses incurred for treatment of Cataract, subject to a limit of 25% of Sum Insured or Rs.40,000/-, whichever is lower, per each eye in one policy year.

2.4. Pre Hospitalization

We shall indemnify Pre Hospitalization medical expenses incurred, related to an admissible Hospitalization requiring Inpatient care, for a fixed period of 30 days prior to the date of admissible Hospitalization covered under the policy.

2.5. Post Hospitalization

The shall indemnify Post Hospitalization medical expenses incurred, related to an admissible hospitalization requiring inpatient care, for a fixed period of 60 days from the date of discharge from the Hospital, following an admissible Hospitalization covered under the policy.

2.6. 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 50% of Sum Insured, 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. Vaporisation 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.

2.7. The expenses that are not covered in this policy are placed under List-I of Annexure-A. The list of expenses that are to be subsumed into room charges, or procedure charges or costs of treatment are placed under List-II, List-III and List-IV of Annexure-A respectively.

3. CUMULATIVE BONUS (CB)

Cumulative Bonus will be increased by 5% in respect of each claim free policy year (where no claims are reported), provided the policy is renewed with us without a break subject to maximum of 50% of the sum insured under the current policy year. If a claim is made in any particular year, the cumulative bonus accrued shall be reduced at the same rate at which it has accrued. However, sum insured will be maintained and will not be reduced in the policy year.

Notes:

- i. In case where the policy is on individual basis, the CB shall be added and available individually to you if no claim has been reported. CB shall reduce only in case of claim from the same Insured Person.
- ii. In case where the policy is on floater basis, the CB shall be added and available to the family on floater basis, provided no claim has been reported from any member of the family. CB shall reduce in case of claim from any of you.
- iii. CB shall be available only if the Policy is renewed/premium paid within the Grace Period.
- iv. If you are covered in the expiring policy on an individual basis and there is an accumulated CB for such member under the expiring policy, and such expiring policy has been Renewed on a floater policy basis then the CB to be carried forward for credit in such Renewed Policy shall be the one that is applicable to the lowest among all you.
- v. In case of floater policies where you Renew your expiring policy by splitting the Sum Insured in to two or more floater policies/individual policies or in cases where the policy is split due to the child attaining the age of 25 years, the CB of the expiring policy shall be apportioned to such Renewed Policies in the proportion of the Sum Insured of each Renewed Policy.
- vi. If the Sum Insured has been reduced at the time of Renewal, the applicable CB shall be reduced in the same proportion to the Sum Insured in current Policy.
- vii. If the Sum Insured under the Policy has been increased at the time of Renewal the CB shall be calculated on the Sum Insured of the last completed Policy Year.
- viii. If a claim is made in the expiring Policy Year, and is notified to Us after the acceptance of Renewal premium any awarded CB shall be withdrawn.

4. WAITING PERIOD

4.1 Pre-Existing Diseases - Code- Excl01

- (a) Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 48 months of continuous coverage after the date of inception of the first policy with insurer.
- (b) In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- (c) 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.
- (d) Coverage under the policy after the expiry of 48 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by us.

4.2 First Thirty Days 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.

4.3 Specific Waiting Period: (Code- Excl02)

- (a) Expenses related to the treatment of the following listed conditions, surgeries/treatments shall be excluded until the expiry of 24/48 months of continuous coverage, as may be the case after the date of inception of the first policy with the insurer. This exclusion shall not be applicable for claims arising due to an accident.
- (b) In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- (c) 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.
- (d) The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- (e) 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.

- i. **24 Months waiting period**
 1. Benign ENT disorders
 2. Tonsillectomy
 3. Adenoidectomy
 4. Mastoidectomy
 5. Tympanoplasty
 6. Hysterectomy
 7. All internal and external benign tumours, cysts, polyps of any kind, including benign breast lumps
 8. Benign prostate hypertrophy
 9. Cataract and age related eye ailments
 10. Gastric/ Duodenal Ulcer
 11. Gout and Rheumatism
 12. Hernia of all types
 13. Hydrocele
 14. Non Infective Arthritis
 15. Piles, Fissures and Fistula in anus
 16. Pilonidal sinus, Sinusitis and related disorders
 17. Prolapse inter Vertebral Disc and Spinal Diseases unless arising from accident
 18. Calculi in urinary system, Gall Bladder and Bile duct, excluding malignancy.
 19. Varicose Veins and Varicose Ulcers
 20. Internal Congenital Anomalies
- ii. **48 Months waiting period**
 1. Treatment for joint replacement unless arising from accident
 2. Age-related Osteoarthritis & Osteoporosis

5. EXCLUSIONS

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

5.1 Investigation & Evaluation (Code- Excl04)

- (a) Expenses related to any admission primarily for diagnostics and evaluation purposes.
- (b) Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment

5.2 Rest Cure, rehabilitation and respite care (Code- Excl05)

- a. 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.

5.3 Obesity/ Weight Control (Code- Excl06)

Expenses related to the surgical treatment of obesity that does not fulfill 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

5.4 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.

5.5 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.

5.6 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.

5.7 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.

5.8 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.

Note: Refer Annexure – C of the Prospectus cum Sales Literature for list of excluded hospitals.

5.9 Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. (Code- Excl12)

5.10 Treatments received in health spas, 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)

5.11 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)

5.12 Refractive Error: (Code- Excl15)

Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptres.

5.13 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.

5.14 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, ICSI
- (iii) Gestational Surrogacy
- (iv) Reversal of sterilization

5.15 Maternity: (Code Excl18)

- (a) Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;
- (b) Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.

5.16 War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.

5.17 Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. For the purpose of this exclusion:

- (a) Nuclear attack or weapons means the use of any nuclear weapon or device or waste or combustion of nuclear fuel or the emission, discharge, dispersal, release or escape of fissile/ fusion material emitting a level of radioactivity capable of causing any illness, incapacitating disablement or death.
- (b) Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any illness, incapacitating disablement or

death.

- (c) Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organisms and/or biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any illness, incapacitating disablement or death.

5.18 Any expenses incurred on Domiciliary Hospitalization and OPD treatment

5.19 Treatment taken outside the geographical limits of India

5.20 In respect of the existing diseases, disclosed by the insured and mentioned in the policy schedule (based on insured's consent), policyholder is not entitled to get the coverage for specified ICD codes.

6. CLAIM PROCEDURE

6.1 Procedure for Cashless claims:

- a. Treatment may be taken in a network provider and is subject to pre authorization by us or authorized TPA.
- b. Cashless request form available with the network provider and TPA shall be completed and sent to us/TPA for authorization.
- c. We/ TPA upon getting cashless request form and related medical information from you/ network provider will issue pre-authorization letter to the hospital after verification.
- d. At the time of discharge, you have to verify and sign the discharge papers, pay for non-medical and inadmissible expenses.
- e. We/TPA reserves the rights to deny pre-authorization in case you are unable to provide the relevant medical details.
- f. In case of denial of cashless access, you may obtain the treatment as per treating doctor's advice and submit the claim documents to us/TPA for reimbursement.

6.2 Procedure for reimbursement of claims:

For reimbursement of claims you may submit the necessary documents to TPA (if applicable)/us within the prescribed time limit as specified hereunder:

| SL No | Type of Claim | Prescribed Time limit |
|-------|---|---|
| 1 | Reimbursement of hospitalization, day care and pre hospitalization expenses | Within thirty days of date of discharge from hospital |
| 2 | Reimbursement of post hospitalization expenses | Within fifteen days from completion of post hospitalization treatment |

6.3 Notification of Claim

Notice with full particulars shall be sent to us/TPA (if applicable) as under:

- (i) Within 24 hours from the date of emergency hospitalization required or before the Insured Person's discharge from Hospital, whichever is earlier.
- (ii) At least 48 hours prior to admission in Hospital in case of a planned Hospitalization.

6.4 Documents to be submitted:

The reimbursement claim is to be supported with the following documents and submitted within the prescribed time limit.

1. Duly Completed claim form
2. Photo Identity proof of the patient
3. Medical practitioner's prescription advising admission
4. Original bills with itemized break-up
5. Payment receipts
6. Discharge summary including complete medical history of the patient along with other details.

7. Investigation/Diagnostic test reports etc. supported by the prescription from attending medical practitioner
8. OT notes or Surgeon's certificate giving details of the operation performed (for surgical cases).
9. Sticker/Invoice of the Implants, wherever applicable.
10. MLR (Medico Legal Report copy if carried out and FIR (First information report) if registered, where ever applicable.
11. NEFT Details (to enable direct credit of claim amount in bank account) and cancelled cheque.
12. KYC (Identity proof with Address) of the proposer, where claim liability is above Rs.1 Lakh as per AML Guidelines
13. Legal heir/succession certificate, wherever applicable
14. Any other relevant document required by us/TPA for assessment of the claim.

Note:

1. We shall only accept bills/invoices/medical treatment related documents only in your(s) name for whom the claim is submitted
2. In the event of a claim lodged under the Policy and the original documents having been submitted to any other insurer, we shall accept the copy of the documents and claim settlement advice, duly certified by the other insurer subject to satisfaction of us.
3. Any delay in notification or submission may be condoned on merit where delay is proved to be for reasons beyond the control of your(s).
4. We shall waive off any of above required as per their claim procedure

6.5 Co-payment

Each and every claim under the Policy shall be subject to a Co-payment of 5% applicable to claim amount admissible and payable as per the terms and conditions of the Policy. The amount payable shall be after deduction of the copayment.

6.6 Claim Settlement (provision for Penal Interest)

- (i) We shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- (ii) In the case of delay in the payment of a claim, we shall be liable to pay interest from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate .
- (iii) However, where the circumstances of a claim warrant an investigation in the opinion of us, it shall initiate and complete such investigation at the earliest in any case not later than 30 days from the date of receipt of last necessary document. In such cases, we shall settle the claim within 45 days from the date of receipt of last necessary document.
- (iv) In case of delay beyond stipulated 45 days we shall be liable to pay interest at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

6.7 Payment of Claim

All claims under the policy shall be payable in Indian currency only.

7. SALIENT FEATURES

7.1 Multiple Policies

1. In case of multiple policies taken by you during a period from the same or one or more insurers to indemnify treatment costs, you shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the insurer if chosen by you shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.
2. Policyholder having multiple policies shall also have the right to prefer claims under this policy for the amounts disallowed under any other policy/ policies, even if the sum insured is not exhausted. Then the Insurer(s) shall independently settle the claim subject to the terms and conditions of this policy.
3. If the amount to be claimed exceeds the sum insured under a single policy after; you shall have the right to choose insurers from whom he/she wants to claim the balance amount.
4. Where you have the policies from more than one insurer to cover the same risk on indemnity basis, you shall only be indemnified the hospitalization costs in accordance with the terms and conditions of the chosen policy.

7.2 Free look period

The Free Look Period shall be applicable at the inception of the Policy and not on renewals or at the time of porting the policy. The insured shall be allowed a period of fifteen days from date of receipt of the Policy to review the terms and conditions of the Policy, and to return the same if not acceptable. If you have not made any claim during the Free Look Period, you are entitled to

- (i) A refund of the premium paid less any expenses incurred by us on medical examination of your(s) and the stamp duty charges; or
- (ii) Where the risk has already commenced and the option of return of the Policy is exercised by you, 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;

7.3 Underwriting Loading:

Based on the Underwriter's assessment of the extra risk on account of medical or any other conditions of the proposed to be insured, the premium (at the time of issuance of the policy and subsequent renewals) may get loaded. Such extra premium shall be communicated to the Insured person for their consent before issuance of the Policy. Criteria for such loading are objectively mentioned in the Underwriting Manual (in line with Our Underwriting Policy) In case the Policyholder requires further clarification pertaining to Underwriting Loading, he/she may contact Us

7.4 Renewal of Policy

The policy shall ordinarily be renewable except on grounds of fraud, moral hazard, misrepresentation by you. We are not bound to give notice that it is due for renewal.

- (i) Renewal shall not be denied on the ground that you have made a claim or claims in the preceding policy years
- (ii) Request for renewal along with requisite premium shall be received by us before the end of the Policy Period.
- (iii) At the end of the Policy Period, the policy shall terminate and can be renewed within the Grace Period to maintain continuity of benefits without Break in Policy. Coverage is not available during the grace period.
- (iv) If not renewed within Grace Period after due renewal date, the Policy shall terminate.

7.5 Possibility of Revision of Terms of the Policy Including the Premium Rates

We, with prior approval of IRDA, 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 affected.

7.6 Premium Payment in Installments

If you have opted for Payment of Premium on an installment basis i.e. Half Yearly, Quarterly or Monthly, as mentioned, 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 installment premium due for the Policy.
- (ii) During such grace period, Coverage will not be available from the installment premium payment due date till the date of receipt of premium by us.
- (iii) The Benefits provided under - "Waiting Periods", "Specific Waiting Periods" Sections shall continue in the event of payment of premium within the stipulated grace Period.
- (iv) No interest will be charged If the installment premium is not paid on due date.
- (v) In case of installment premium due not received within the grace Period, the Policy will get cancelled.

7.7 Cancellation

- (a) You may cancel this Policy by giving 15 days written notice, and in such an event, We shall refund premium on short term rates for the unexpired Policy Period as per the rates detailed below.

| Refund% | | |
|---|-------------|---|
| Refund of Premium (basis Policy Period) | | |
| Timing of Cancellation | Yearly Mode | Half-yearly, Quarterly or Monthly Mode |
| Up to 30 days | 75.00% | 50% of the premium (based on selected payment mode) of the unexpired period |
| 31 to 90 days | 50.00% | |
| 3 to 6 months | 25.00% | |
| 6 to 12 months | 0.00% | |

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 you under the Policy.

- (a) We may cancel the Policy at any time on grounds of mis-representations, non-disclosure of material facts, fraud by you, by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of mis-representations, non-disclosure of material facts or fraud.

7.8 Automatic change in Coverage under the policy

The coverage for the Insured Person(s) shall automatically terminate:

1. In the case of his/ her (Insured Person) demise. However the cover shall continue for the remaining Insured Persons till the end of Policy Period. The other insured persons may also apply to renew the policy. In case, the other insured person is minor, the policy shall be renewed only through any one of his/her natural guardian or guardian appointed by court. All relevant particulars in respect of such person (including his/her relationship with the insured person) must be submitted to us along with the application. Provided no claim has been made, and termination takes place on account of death of the insured person, pro-rata refund of premium of the deceased insured person for the balance period of the policy will be effective.
2. Upon exhaustion of sum insured and cumulative bonus, for the policy year. However, the policy is subject to renewal on the due

date as per the applicable terms and conditions.

7.9 Tax Benefit

The Insured person can avail tax benefit on the premium paid towards health insurance, under Section 80D of the Income Tax Act, 1961, as applicable. (Tax benefits are subject to changes in the tax laws, please consult tax advisor for more details).

7.10 Portability

The Insured Person will have the option to port the Policy to other insurers as per extant Guidelines related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance plan with an Indian General/Health insurer as per Guidelines on portability, the proposed Insured Person will get all the accrued continuity benefits in waiting periods as under:

- i. The waiting periods specified in Section 4 shall be reduced by the number of continuous preceding years of coverage of the Insured Person under the previous health insurance Policy.
- ii. Portability benefit will be offered to the extent of sum of previous sum insured and accrued bonus (as part of the base sum insured), portability benefit shall not apply to any other additional increased Sum Insured.

For Detailed Guidelines on Portability, kindly refer the link:

<https://www.religarehealthinsurance.com/health-insurance-portability.html>

7.11 Migration:

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

- i. The waiting periods specified in Section 4 shall be reduced by the number of continuous preceding years of coverage of the Insured Person under the previous health insurance Policy.
- ii. Migration benefit will be offered to the extent of sum of previous sum insured and accrued bonus/multiplier benefit (as part of the base sum insured), migration benefit shall not apply to any other additional increased Sum Insured.

For Detailed Guidelines on Migration, kindly refer the link:

<https://www.religarehealthinsurance.com/health-insurance-portability.html>

7.12 Fraud

If any claim made by the insured person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the Insured Person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy shall be forfeited. Any amount already paid against claims which are found fraudulent later under this Policy shall be repaid by all insured person(s), who shall be jointly and severally liable for such repayment. For the purpose of this clause, the expression "fraud" means any of the following acts committed by the insured person or by his agent, with intent to deceive the insurer or to induce the insurer to issue an insurance policy:

- a) The suggestion, as a fact of that which is not true and which the insured person does not believe to be true;
- b) The active concealment of a fact by the insured person having knowledge or belief of the fact;
- c) Any other act fitted to deceive; and
- d) Any such act or omission as the law specially declares to be fraudulent

We shall not repudiate the policy on the ground of Fraud, if the insured person / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries

8. REDRESSAL OF GRIEVANCE

Grievance-In case of any grievance relating to servicing the Policy, the insured person may submit in writing to the Policy issuing office or regional office for redressal. For details of grievance officer, kindly refer the link <https://www.religarehealthinsurance.com/customer-grievance-redressal.html>

IRDAI Integrated Grievance Management System - <https://igms.irda.gov.in/>

Insurance Ombudsman -The insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance. The contact details of the Insurance Ombudsman offices have been provided as Annexure-B

No loading shall apply on renewals based on individual claims experience. Insurance is the subject matter of solicitation

9. PRE-POLICY ISSUANCE MEDICAL CHECK-UP

We may ask the Insured Person to undergo requisite pre-policy Medical Check-up based on the age and the Sum Insured selected. The result of these tests shall be valid for a period of 3 months from the date of tests.

You will be required to undergo Pre-Policy Medical Check-up as per the underwriting criteria mentioned in the underwriting manual. We shall bear 50% of the cost of medical tests in case you opt for 1 year tenure and your proposal is accepted.

Also, wherever any Pre-Existing Disease or any other adverse medical history is declared for any member, We may ask such Insured Person to undergo tele-

underwriting which may include specific tests, as We may deem fit to evaluate such member, irrespective of the member's age. We shall bear the cost of such medical tests if your proposal is accepted.

10. SCHEDULE OF DISCOUNTS

| Sr. No | Description | Parameters | Rates |
|--------|---|-----------------------|-----------------|
| 1 | Family Discount: This discount shall be applicable if more than one persons of the same family are covered in the same Policy, on individual Sum Insured basis. | No. of persons | Discount |
| | | 2,3 members | 2.5% |
| | | 4,5 and 6 members | 5% |
| 2 | Discount for Employees and / or their dependents of : | | 15% |
| | RHICL | | |
| | RHICL's Promoters | | |

Notes: – All discounts mentioned in the Schedule above, are multiplicative in nature, subject to aggregate maximum discount (which will not exceed 20% of the Premium)

11. SCHEDULE OF BENEFITS:

| Sum Insured (SI) – on annual basis (in Rs.) | 1L to 5L (in multiple of 50k) |
|--|--|
| Benefits | |
| Hospitalization Expenses | Up to SI Ambulance Cover - Up to Rs.2000/- Per Hospitalization |
| AYUSH Treatment | Up to SI |
| Cataract Treatment | Up to 25% of SI or Rs.40, 000/- per eye, whichever is lower |
| Pre-Hospitalization Medical Expenses and Post-Hospitalization Medical Expenses | Pre-Hospitalization for 30 days & Post-Hospitalization for 60 days; Maximum up to SI |
| Cumulative Bonus (CB) | 5% increase in SI per Policy Year in case of claim-free year; Max up to 50% of SI (If in case a claim has been paid; decrease in the accrued CB at same rate at which it has been accrued) |
| Wait Periods | |
| 30 Days Initial Waiting Period | Yes |
| 24 Months & 48 Months Specific Disease Waiting Period | Yes |
| 48 Months Pre-existing Diseases Waiting Period | Yes |
| Sub-limits | |
| Room Rent / Room Category | Up to 2% of SI subject to Maximum of Rs.5000/- per day |
| ICU/ICCU Charges | Up to 5% of SI subject to Maximum of Rs.10,000/- per day |
| Listed Modern Treatment Methods and Advancement in Technology | Up to 50% of SI |
| Tenure | 1 Year |
| Co-Payment | Mandatory Co-Pay of 5% on every claim |
| Premium Payment Term | Single/Monthly/Quarterly/Half-yearly |

Contact details for Claims & Policy Servicing

| | |
|--------------------------------|--|
| Correspondence address | Religare Health Insurance Company Limited Unit No. 604 - 607, 6th Floor, Tower C, Unitech Cyber Park, Sector-39, Gurugram-122001 (Haryana) |
| Contact no. | 1800-102-6655 |
| E-mail ID for Claims | claims@religare.com |
| E-mail ID for Policy servicing | customerfirst@religarehealthinsurance.com |
| Website | www.religarehealthinsurance.com |

Registered Office Address :

5th Floor, 19 Chawla House, Nehru Place, New Delhi-110019

Correspondence Office Address :

Unit No. 604 - 607, 6th Floor, Tower C, Unitech Cyber Park, Sector-39,
Gurugram-122001 (Haryana)

Disclaimer: This is only a summary of features of 'Arogya Sanjeevani Policy-Religare Health Insurance'. The actual benefits available are as described in the Policy, and will be subject to the Policy terms, conditions and exclusions. Please seek the advice of Your insurance advisor if You require any further information or clarification.

Statutory Warning : Prohibition of Rebates (under Section 41 of Insurance Act, 1938): No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the Insurer. Any person making default in complying with the provision of this section shall be liable for a penalty which may extend to ten lakh rupees.

Note:

1. The foregoing is only an indication of the cover offered. For details, please refer to the Policy terms and conditions, available on request.
2. The Proposal Form shall form the basis of the insurance contract. It is mandatory for You to provide Us a duly filled in and signed Proposal Form and retain a copy as an evidence of the basis of the insurance contract.
3. Any risk under the Policy shall commence only once We receive the premium (including all taxes and levies thereto).
4. In case You have not understood any of the details, coverage, etc. in this document, You can seek for a clarification or a copy of this document in a language understood by You.
5. For full details of this product, please log on to www.religarehealthinsurance.com
6. The product is in conformity with the IRDAI approval and health insurance regulations and standardization guidelines.

Insurance is a subject matter of solicitation.

Unique Advertisement number: [20043603]

IRDA Registration Number - 148

CIN: U66000DL2007PLC161503

UIN: RHIHLIP20154V011920

Annexure –A

List I - Items for which coverage is not available in the policy

| SL No. | Item |
|--------|--|
| 1 | BABY FOOD |
| 2 | BABY UTILITIES CHARGES |
| 3 | BEAUTY SERVICES |
| 4 | BELTS/BRACES |
| 5 | BUDS |
| 6 | COLD PACK/HOT PACK |
| 7 | CARRY BAGS |
| 8 | EMAIL/ INTERNET CHARGES |
| 9 | FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL) |
| 10 | LEGGINGS |
| 11 | LAUNDRY CHARGES |
| 12 | MINERAL WATER |
| 13 | SANITARY PAD |
| 14 | TELEPHONE CHARGES |
| 15 | GUEST SERVICES |
| 16 | CREPE BANDAGE |
| 17 | DIAPER OF ANY TYPE |
| 18 | EYELET COLLAR |
| 19 | SLINGS |
| 20 | BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES |
| 21 | SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED |
| 22 | TELEVISION CHARGES |
| 23 | SURCHARGES |
| 24 | ATTENDANT CHARGES |
| 25 | EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE) |
| 26 | BIRTH CERTIFICATE |
| 27 | CERTIFICATE CHARGES |
| 28 | COURIER CHARGES |
| 29 | CONVEYANCE CHARGES |
| 30 | MEDICAL CERTIFICATE |
| 31 | MEDICAL RECORDS |
| 32 | PHOTOCOPIES CHARGES |
| 33 | MORTUARY CHARGES |
| 34 | WALKING AIDS CHARGES |
| 35 | OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL) |
| 36 | SPACER |
| 37 | SPIROMETRE |
| 38 | NEBULIZER KIT |
| 39 | STEAM INHALER |
| 40 | ARMSLING |
| 41 | THERMOMETER |
| 42 | CERVICAL COLLAR |
| 43 | SPLINT |
| 44 | DIABETIC FOOT WEAR |
| 45 | KNEE BRACES (LONG/ SHORT/ HINGED) |
| 46 | KNEE IMMOBILIZER/SHOULDER IMMOBILIZER |
| 47 | LUMBO SACRAL BELT |
| 48 | NIMBUS BED OR WATER OR AIR BED CHARGES |
| 49 | AMBULANCE COLLAR |
| 50 | AMBULANCE EQUIPMENT |

| | |
|----|--|
| 51 | ABDOMINAL BINDER |
| 52 | PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES |
| 53 | SUGAR FREE Tablets |
| 54 | CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals) |
| 55 | ECG ELECTRODES |
| 56 | GLOVES |
| 57 | NEBULISATION KIT |
| 58 | ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC] |
| 59 | KIDNEY TRAY |
| 60 | MASK |
| 61 | OUNCE GLASS |
| 62 | OXYGEN MASK |
| 63 | PELVIC TRACTION BELT |
| 64 | PAN CAN |
| 65 | TROLLY COVER |
| 66 | UROMETER, URINE JUG |
| 67 | AMBULANCE |
| 68 | VASOFIX SAFETY |

List II - Items that are to be subsumed into Room Charges

| SL No. | Item |
|--------|--|
| 1 | BABY CHARGES (UNLESS SPECIFIED/INDICATED) |
| 2 | HAND WASH |
| 3 | SHOE COVER |
| 4 | CAPS |
| 5 | CRADLE CHARGES |
| 6 | COMB |
| 7 | EAU-DE-COLOGNE/ ROOM FRESHNERS |
| 8 | FOOT COVER |
| 9 | GOWN |
| 10 | SLIPPERS |
| 11 | TISSUE PAPER |
| 12 | TOOTH PASTE |
| 13 | TOOTH BRUSH |
| 14 | BED PAN |
| 15 | FACE MASK |
| 16 | FLEXI MASK |
| 17 | HAND HOLDER |
| 18 | SPUTUM CUP |
| 19 | DISINFECTANT LOTIONS |
| 20 | LUXURY TAX |
| 21 | HVAC |
| 22 | HOUSE KEEPING CHARGES |
| 23 | AIR CONDITIONER CHARGES |
| 24 | IM IV INJECTION CHARGES |
| 25 | CLEAN SHEET |
| 26 | BLANKET/WARMER BLANKET |
| 27 | ADMISSION KIT |
| 28 | DIABETIC CHART CHARGES |
| 29 | DOCUMENTATION CHARGES/ ADMINISTRATIVE EXPENSES |
| 30 | DISCHARGE PROCEDURE CHARGES |
| 31 | DAILY CHART CHARGES |
| 32 | ENTRANCE PASS/ VISITORS PASS CHARGES |

| | |
|----|--|
| 33 | EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE |
| 34 | FILE OPENING CHARGES |
| 35 | INCIDENTAL EXPENSES/ MISC. CHARGES (NOT EXPLAINED) |
| 36 | PATIENT IDENTIFICATION BAND/ NAME TAG |
| 37 | PULSEOXYMETER CHARGES |

List III - Items that are to be subsumed into Procedure Charges

| SL No. | Item |
|--------|--|
| 1 | HAIR REMOVAL CREAM |
| 2 | DISPOSABLES RAZORS CHARGES (for site preparations) |
| 3 | EYE PAD |
| 4 | EYE SHEILD |
| 5 | CAMERA COVER |
| 6 | DVD, CD CHARGES |
| 7 | GAUSE SOFT |
| 8 | GAUZE |
| 9 | WARD AND THEATRE BOOKING CHARGES |
| 10 | ARTHROSCOPY AND ENDOSCOPY INSTRUMENTS |
| 11 | MICROSCOPE COVER |
| 12 | SURGICAL BLADES, HARMONICSCALPEL,SHAVER |
| 13 | SURGICAL DRILL |
| 14 | EYE KIT |
| 15 | EYE DRAPE |
| 16 | X-RAY FILM |
| 17 | BOYLES APPARATUS CHARGES |
| 18 | COTTON |
| 19 | COTTON BANDAGE |
| 20 | SURGICAL TAPE |
| 21 | APRON |
| 22 | TORNIQUET |
| 23 | ORTHOBUNDLE, GYNAEC BUNDLE |

List IV - Items that are to be subsumed into costs of treatment

| SL No. | Item |
|--------|--|
| 1 | ADMISSION/REGISTRATION CHARGES |
| 2 | HOSPITALISATION FOR EVALUATION/ DIAGNOSTIC PURPOSE |
| 3 | URINE CONTAINER |
| 4 | BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES |
| 5 | BIPAP MACHINE |
| 6 | CPAP/ CAPO EQUIPMENTS |
| 7 | INFUSION PUMP- COST |
| 8 | HYDROGEN PEROXIDE/SPIRIT/ DISINFECTANTS ETC |
| 9 | NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES |
| 10 | HIV KIT |
| 11 | ANTISEPTIC MOUTHWASH |
| 12 | LOZENGES |
| 13 | MOUTH PAINT |
| 14 | VACCINATION CHARGES |
| 15 | ALCOHOL SWABES |
| 16 | SCRUB SOLUTION/STERILLIUM |
| 17 | GLUCOMETER & STRIPS |
| 18 | URINE BAG |

Annexure –B

| OFFICE OF THE OMBUDSMAN | CONTACT DETAILS | JURISDICTION OF OFFICE (UNION TERRITORY, DISTRICT) |
|-------------------------|--|---|
| Ahmedabad | Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 E-mail : bimalokpal.ahmedabad@ecoi.co.in | Gujarat , Dadra & Nagar Haveli, Daman and Diu |
| Bengaluru | Office of the Insurance Ombudsman, Jeevan Soudha Building ,PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in | Karnataka |

| | | |
|-------------|---|---|
| Bhopal | Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in | Madhya Pradesh & Chhattisgarh |
| Bhubaneswar | Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in | Orissa |
| Chandigarh | Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in | Punjab , Haryana, Himachal Pradesh Jammu & Kashmir, Chandigarh |
| Chennai | Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in | Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry) |
| Delhi | Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481 / 23213504 Email: bimalokpal.delhi@ecoi.co.in | Delhi |
| Guwahati | Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001 (ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@ecoi.co.in | Assam , Meghalaya Manipur, Mizoram Arunachal Pradesh, Nagaland and Tripura |
| Hyderabad | Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in | Andhra Pradesh, Telangana and Yanam – a part of Territory of Pondicherry |

| | | |
|-----------|---|--|
| Jaipur | Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in | Rajasthan |
| Ernakulam | Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyards, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in | Kerala, Lakshadweep, Mahe – a part of Pondicherry |
| Kolkata | Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in | West Bengal, Andaman & Nicobar Islands, Sikkim |
| Lucknow | Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in | Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun Kanpur; Lucknow, Unnao, Sitapur; Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur; Basti, Ambedkarnagar, Sultanpur; Maharajgang, Santkabirnagar, Azamgarh, Kushinagar; Gorkhpur, Deoria, Mau, Ghazipur; Chandauli, Ballia, Sidharathnagar. |
| Mumbai | Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. | Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane |
| Patna | Office of the Insurance Ombudsman, 1st Floor; Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in | Bihar; Jharkhand |
| Noida | Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in | State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur |
| Pune | Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in | Maharashtra, Area of Navi Mumbai and thane excluding Mumbai Metropolitan Region. |

The updated details of Insurance Ombudsman are available on website of IRDAI: www.irda.gov.in, on the website of General Insurance Council: www.gicouncil.org.in, on the Company's website www.religarehealthinsurance.com or from any of the Company's offices. Address and contact number of Executive Council of Insurers –

Office of the 'Executive Council of Insurers'

3rd Floor, Jeevan Seva Annexe,

S.V. Road, Santacruz(W),

Mumbai – 400 054.

Tel : 022-26106889/671/980

Fax : 022-26106949

Email- inscoun@ecoi.co.in

Annexure C

List of Hospitals where Claim will not be admitted

| Hospital Name | Address |
|---|--|
| Nulife Hospital And Maternity Centre | 1616 Outram Lines,Kingsway Camp,Guru Teg Bahadur Nagar , New Delhi , Delhi |
| Taneja Hospital | F-15,Vikas Marg, Preet Vihar , New Delhi , Delhi |
| Shri Komal Hospital & Dr.Saxena's Nursing Home | Opp. Radhika Cinema,Circular Road , Rewari , Haryana |
| Sona Devi Memorial Hospital & Trauma Centre | Sohna Road, Badshahpur , Gurgaon , Haryana |
| Amar Hospital | Sector-70,S.A.S.Nagar, Mohali, Sector 70 , Mohali , Punjab |
| Brij Medical Centre | K K 54, Kavi Nagar , Ghaziabad , Uttar Pradesh |
| Famliy Medicare | A-55,Sector 61, Rajat Vihar Sector 62 , Noida , Uttar Pradesh |
| Jeevan Jyoti Hospital | 162,Lowther Road, Bai Ka Bagh , Allahabad , Uttar Pradesh |
| City Hospital & Trauma Centre | C-1,Cinder Dump Complex,Opposite Krishna Cinema Hall,Kanpur Road, Alambagh , Lucknow , Uttar Pradesh |
| Dayal Maternity & Nursing Home | No.953/23,D.C.F.Chowk, DLF Colony , Rohtak , Haryana |
| Metas Adventist Hospital | No.24, Ring-Road,Athwalines, Surat , Surat , Gujarat |
| Surgicare Medical Centre | Sai Dwar Oberoi Complex,S.A.B.T.V.Lane Road,Lokhandwala,Near Laxmi Industrial Estate, Andheri , Mumbai , Maharashtra |
| Paramount General Hospital & I.C.C.U. | Laxmi Commercial Premises,Andheri Kurla Road , Andheri , Mumbai , Maharashtra |
| Gokul Hospital | Thakur Complex , Kandivali East , Mumbai , Maharashtra |
| Shree Sai Hospital | Gokul Nagri I,Thankur Complex,Western Express Highway, Kandivali East , Mumbai , Maharashtra |
| Shreedevi Hospital | Akash Arcade,Bhanu Nagar,Near Bhanu Sagar Theatre,Dr.Deepak Shetty Road, Kalyan D.C. , Thane , Maharashtra |
| Saykhedkar Hospital And Research Centre Pvt. Ltd. | Trimurthy Chowk,Kamatwada Road,Cidco Colony , Nashik , Maharashtra |
| Arpan Hospital And Research Centre | No.151/2,Imli Bazar,Near Rajwada, Imli Bazar , Indore , Madhya Pradesh |
| Ramkrishna Care Hospital | Aurobindo Enclave,Pachpedhi Naka,Dhamtri Road,National Highway No 43, Raipur , Chhattisgarh |
| Gupta Multispeciality Hospital | Aurobindo Enclave,Pachpedhi Naka,Dhamtri Road,National Highway No 43, Raipur , Chhattisgarh |
| R.K.Hospital | 3C/59,BP,Near Metro Cinema, New Industrial Township 1 , Faridabad , Haryana |
| Prakash Hospital | D -12,12A,12B,Noida, Sector 33 , Noida , Uttar Pradesh |
| Aryan Hospital Pvt. Ltd. | Old Railway Road,Near New Colony, New Colony , Gurgaon , Haryana |
| Medilink Hospital Research Centre Pvt. Ltd. | Near Shyamal Char Rasta,132, Ring Road, Satellite , Ahmedabad , Gujarat |
| Mohit Hospital | Khoya B-Wing,Near National Park,Borivali(E), Kandivali West , Mumbai , Maharashtra |
| Scope Hospital | 628,Niti Khand-I, Indirapuram , Ghaziabad , Uttar Pradesh |
| Agarwal Medical Centre | E-234,- , Greater Kailash 1 , New Delhi , Delhi |
| Oxygen Hospital | Bhiwani Stand, Durga Bhawan , Rohtak , Haryana |
| Prayag Hospital & Research Centre Pvt. Ltd. | J-206 A/1, Sector 41 , Noida , Uttar Pradesh |
| Palwal Hospital | Old G.T. Road,Near New Sohna Mod, Palwal , Haryana |
| B.K.S. Hospital | No.18,1st Cross,Gandhi Nagar, Adyar , Bellary , Karnataka |
| East West Medical Centre | No.711,Sector 14, Sector 14 , Gurgaon , Haryana |
| Jagtap Hospital | Anand Nagar,Singhgood Road , Anandnagar , Pune , Maharashtra |
| Dr. Malwankar's Romeen Nursing Home | Ganesh Marg,Tagore Nagar , Vikhroli East , Mumbai , Maharashtra |
| Noble Medical Centre | SVP Road, Borivali West , Mumbai , Maharashtra |
| Rama Hospital | Sonepat Road,Bahalgarh, Sonipat , Haryana |
| S.B.Nursing Home & ICU | Lake Bloom 16,17,18 Opposite Solaris Estate, L.T.Gate No.6,Tunga Gaon, Saki-Vihar Road, Powai , Mumbai , Maharashtra |

| Hospital Name | Address |
|--|---|
| Saraswati Hospital | Divya Smruti Building, 1st Floor, Opp Toyota Showroom, Malad Link Road, Malad West , Mumbai , Maharashtra |
| Shakuntla Hospital | 3-B Tashkant Marg,Near St. Joseph Collage, Allahabad , Uttar Pradesh |
| Mahaveer Hospital & Trauma Centre | 76-E,Station Road, Panki , Kanpur , Uttar Pradesh |
| Eashwar Lakshmi Hospital | Plot No. 9,Near Sub Registrar Office, Gandhi Nagar , Hyderabad , Andhra Pradesh |
| Amrapali Hospital | Plot No. NH-34,P-2,Omega -1, Greater Noida , Noida , Uttar Pradesh |
| Hardik Hospital | 29c,Budh Bazar, Vikas Nagar , New Delhi , Delhi |
| Panvel Hospital | Plot No. 260A,Uran Naka, Old Panvel , Navi Mumbai , Maharashtra |
| Sona Medical Centre | 5/58,Near Police Station, Vikas Nagar , Lucknow , Uttar Pradesh |
| City Super Speciality Hospital | Near Mohan Petrol Pump,Gohana Road, Rohtak , Haryana |
| Navjeevan Hospital & Maternity Centre | 753/21,Madanpuri Road, Near Pataudi Chowk , Gurgaon , Haryana |
| Abhishek Hospital | C-12,New Azad Nagar, Kanpur , Kanpur , Uttar Pradesh |
| Raj Nursing Home | 23-A, Park Road , Allahabad , Uttar Pradesh |
| Saras Healthcare Pvt Ltd. | K-112, SEC-12 ,Pratap Vihar , Ghaziabad , Uttar Pradesh |
| Aakanksha Hospital | 126, Aaradhnanagar Soc,B/H. Bhulkabhavan School, Aanand-Mahal Rd. , Adajan , Surat , Gujarat |
| Abhinav Hospital | Harsh Apartment,Nr Jamna Nagar Bus Stop, Goddod Road , Surat , Gujarat |
| Adhar Ortho Hospital | Dawer Chambers,Nr. Sub Jail, Ring Road , Surat , Gujarat |
| Aris Care Hospital | Arzoo Hospital |
| Auc Hospital | B-44, Gujarat Housing Board, Pandeshara , Surat , Gujarat |
| Dharamjivan General Hospital & Trauma Centre | Karmayogi - 1, Plot No. 20/21, Near Piyush Point, Pandesara , Surat , Gujarat |
| Dr. Santosh Basotia Hospital | Bhatar Road , Bhatar Road , Surat , Gujarat |
| God Father Hosp. | 344, Nandvan Soc., B/H. Matrushakti Soc. , Puna Gam , Surat , Gujarat |
| Govind-Prabha Arogya Sankool | Opp. Ratna-Sagar Vidhyalaya,Kaji Medan, Gopipura , Surat , Gujarat |
| Hari Milan Hospital | L H Road , Surat , Gujarat |
| Jaldhi Ano-Rectal Hospital | 103, Payal Apt., Nxt To Rander Zone Office, Tadwadi , Surat , Gujarat |
| Jeevan Path Gen. Hospital | 2Nd. Fl., Dwarkesh Nagri, Nr. Laxmi Farsan, Sayan , Surat , Gujarat |
| Kalrav Children Hospital | Yashkamal Complex, Nr. Jivan Jyot, Udhna , Surat , Gujarat |
| Kanchan General Surgical Hospital | Plot No. 380, Ishwarnagar Soc, Bhamroli-Bhatar, Pandesara , Surat , Gujarat |
| Krishnavati General Hospital | Bamroli Road , Surat , Gujarat |
| Niramayam Hosptial & Prasutigruah | Shraddha Raw House, Near Natures Park , Surat , Gujarat |
| Patna Hospital | 25, Ashapuri Soc - 2, Bamroli Road, Surat , Gujarat |
| Poshia Children Hospital | Harekrishan Shoping Complex 1St Floor, Varachha Road , Surat , Gujarat |
| R.D Janseva Hospital | 120 Feet Bamroli Road, Pandesara , Surat , Gujarat |
| Radha Hospital & Maternity Home | 239/240 Bhagunagar Society, Opp Hans Society, L H Road, Varachha Road, Surat , Gujarat |
| Santosh Hospital | L H Road , Varachha , Surat , Gujarat |
| Sparsh Multy Specality Hospital & Trauma Care Center | G.I.D.C Road, Nr Udhana Citizan Co-Op.Bank , Surat , Gujarat |

Notes:

1. For an updated list of Hospitals, please visit the Company's website.
2. Only in case of a medical emergency, Claims would be payable if admitted in the above Hospitals on a reimbursement basis.