

Annexure – A
CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your policy document.

SI No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Name of Insurance Product/Policy	CSC - Senior Citizen Health Insurance Policy	--
2	Policy Number	<< >>	--
3	Type of Insurance Product/Policy	Both Indemnity and Benefit <ul style="list-style-type: none"> • Indemnity: Where insured losses are covered up to the Sum Insured under the policy) • Benefit: Where an Insurance Policy pays a fixed amount under the policy on the occurrence of a covered event. • Both Indemnity and Benefit: (where policy has elements of both the above) 	--
4	Sum Insured (Basis) (Along with amount)	<ul style="list-style-type: none"> • Individual Sum Insured -Where each member has a separate sum insured under the policy), and • Floater Sum Insured-Where all members under the policy have a single sum insured limit which may be utilized by any or all members. Individual & Floater Sum Insured is available under the Policy. Sum Insured Options: 1L/2L/3L/4L/5L	--
5	Policy Coverage (What the policy covers?) (Policy Clause Number/s)	BASE COVER	Section A Point 1-10
		Section A: Hospitalisation 1. Inpatient Treatment: Room rent up to 1% SI or actual whichever is less, up to 2% of SI or actual whichever is less for ICU, Surgeon, Anaesthesia etc up to 25% of SI per illness/injury or actual whichever is less, Blood, Oxygen, Organ Donor up to 50% of SI or actual whichever is less. 2. Day Care Procedures/Treatment: Specified Procedures/Surgeries requiring less than 24 hours of hospitalization as listed in Annexure of Policy Wordings would be covered under the Policy. 3. Pre-hospitalization and Post Hospitalization Expenses:	

		<p>Pre-hospitalisation (treatment prior to admission in hospital) of 30 days and Post-hospitalisation (treatment after discharge from hospital) within 60 days from date of discharge shall be covered under the Policy.</p> <p>4. Domiciliary Hospitalization: Expenses incurred on availing medical treatment at home which otherwise would have required hospitalisation is covered up to 50% of SI or actual whichever is less.</p> <p>5. Cost of Health Check-up: Charges incurred for medical check-up will be covered up to 1.25% of SI or actual whichever is less subject to every block of 3 claims free year</p> <p>6. Daily Allowance: 1% of SI or actual whichever is less for each and every day of hospitalisation or Rs 250 whichever is less subject to maximum of Rs 2500 under the Policy</p> <p>7. Ambulance charges: 1% of SI or 1500 or actual whichever is less for expenses incurred towards availing ambulance</p> <p>8. Expenses of accompanying person: Expenses up to 1% of SI or actual whichever is less shall be covered for the person accompanying you while you are hospitalized</p> <p>9. Cumulative Bonus: Subject to no claims and continuous renewal of the Policy with us, the Sum Insured under the Policy under Section A “Hospitalisation” shall be increased by 5% subject to maximum of 10%, in case of claim reduced by 5% of Sum Insured.</p> <p>10. Sublimit: Subject to the Sum Insured Our maximum liability to make payment for the Medical Expenses incurred during any Hospitalisation (including its related Pre and Post Hospitalization expenses if applicable) due to the below mentioned Surgeries / Medical Procedures or any medical treatment pertaining to an Illness / Injury shall be limited as per the table provided in policy wording.</p>	
		<p style="text-align: center;">OPTIONAL COVER</p> <p>Section B: Critical Illnesses</p> <p>Diagnosis or undergoing of below mentioned Critical Illnesses or Surgical Procedures</p> <ul style="list-style-type: none"> • Cancer of specified severity 	<p>Section B Point 1-6</p>

		<ul style="list-style-type: none"> • Open Chest CABG • Kidney Failure requiring regular dialysis • Stroke resulting in permanent symptoms • Major Organ / Bone Marrow Transplant • Multiple Sclerosis with persisting symptoms 	
6	Exclusions (What the policy does not cover)	<p>A. Investigation & Evaluation (Code- Excl04)</p> <p>B. Rest Cure, Rehabilitation and Respite Care (Code- Excl05)</p> <p>C. Obesity/ Weight Control (Code- Excl06)</p> <p>D. Change-of-Gender Treatments: (Code- Excl07)</p> <p>E. Cosmetic or plastic Surgery: (Code- Excl08)</p> <p>F. Hazardous or Adventure sports: (Code- Excl09)</p> <p>G. Breach of law: (Code- Excl10)</p> <p>H. Excluded Providers: (Code-Excl11)</p> <p>I. Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. (Code- Excl12)</p> <p>J. 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)</p> <p>K. 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)</p> <p>L. Refractive Error:(Code- Excl15)</p> <p>M. Unproven Treatments:(Code- Excl16)</p> <p>N. Sterility and Infertility: (Code- Excl17)</p> <p>O. Maternity Expenses (Code – Excl 18)</p> <p>(Note: the above is a partial listing of the policy exclusions. Please refer to the policy clauses for the full listing)</p>	Section E.1.b – Point A-O
7	Waiting Period • Time period during which specified diseases/treatments are not covered • It is counted from the beginning of the policy coverage.	<p>1. First Thirty Days Waiting Period: (Code- Excl03) 30 days for all illnesses (not applicable in case of continuous renewal or accidents)</p> <p>2. Specific Waiting Period (Not applicable for claims arising due to an accident): (Code- Excl02) - 24 months for following diseases/procedures-</p> <ul style="list-style-type: none"> • Cataract • Benign Prostatic Hypertrophy • Myomectomy, Hysterectomy unless because of malignancy 	E.1.a Point 1-3

		<ul style="list-style-type: none"> • All types of Hernia, Hydrocele • Fissures and/or Fistula in anus, hemorrhoids/piles • Arthritis, gout, rheumatism and spinal disorder • Sinusitis and related disorders • Stones in the urinary and biliary systems • Dilatation and curettage , Endometriosis • All types of Skin and internal tumors/ cysts /nodules/ polyps of any kind including breast lumps unless malignant • Dialysis required for chronic renal failure • Surgery on tonsils, adenoids and sinuses • Gastric and Duodenal erosions & ulcers • Deviated Nasal Septum • Varicose Veins/ Varicose Ulcers • Joint replacements unless due to accident. <p>3. Pre-existing diseases: (Code- Excl01) Covered after 36 months</p>									
8	<p>Financial limits of coverage</p> <p>i. Sub-limit (It is a pre-defined limit and the insurance company will not pay any amount in excess of this limit)</p> <p>ii. Co-payments (It is a specified amount/percentage of the admissible claim amount to be paid by policyholder/insured).</p> <p>iii. Deductible (It is a specified amount: - up to which an insurance company will not pay any claim, and - which will be deducted from</p>	<p>The policy will pay only up to the limits specified hereunder for the following diseases/procedures:</p> <ul style="list-style-type: none"> • Co-pay of 10% is applicable on all admissible hospitalization claims under the Policy • Co-pay of 20% shall be applicable on all claims, admissible under Section A- Hospitalisation, arising out of any pre-existing diseases under the policy including for roll-over cases • Co-pay of 15% shall be applicable on all Day Care Procedures/ Surgeries claims • No co-pay shall be applicable for “packaged” charges by hospital <p>In case of a claim, this policy requires you to share the following costs: Expenses exceeding the following Sub-limits</p> <table border="1" data-bbox="472 1608 1321 1866"> <tr> <td>Cataract per eye</td> <td>Rs 10,000</td> </tr> <tr> <td>Other Eye Surgery</td> <td>Rs 15,000</td> </tr> <tr> <td>Surgeries for Tumor/ Cysts/ Nodule/ Polyp</td> <td>Rs 20,000</td> </tr> <tr> <td>Stone in Urinary System</td> <td>Rs 20,000</td> </tr> </table>	Cataract per eye	Rs 10,000	Other Eye Surgery	Rs 15,000	Surgeries for Tumor/ Cysts/ Nodule/ Polyp	Rs 20,000	Stone in Urinary System	Rs 20,000	--
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	<p>total claim amount (if claim amount is more than the specified amount) iv. Any other limit (as applicable)</p>	<table border="1"> <tr> <td>Hernia Related</td> <td>Rs 20,000</td> </tr> <tr> <td>Appendisectomy</td> <td>Rs 20,000</td> </tr> <tr> <td>Knee Ligament Reconstruction Surgery</td> <td>Rs 40,000</td> </tr> <tr> <td>Hysterectomy</td> <td>Rs 20,000</td> </tr> <tr> <td>Fissures/ Piles/ Fistula</td> <td>Rs 15,000</td> </tr> <tr> <td>Spine and Verebrae related</td> <td>Rs 40,000</td> </tr> <tr> <td>Cellulites/ Abscess</td> <td>Rs 15,000</td> </tr> </table> <p><u>Deductible</u> - Global Cover - 10% of Sum Insured applicable per year.</p>	Hernia Related	Rs 20,000	Appendisectomy	Rs 20,000	Knee Ligament Reconstruction Surgery	Rs 40,000	Hysterectomy	Rs 20,000	Fissures/ Piles/ Fistula	Rs 15,000	Spine and Verebrae related	Rs 40,000	Cellulites/ Abscess	Rs 15,000	
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9	<p>Claims/Claims Procedures</p>	<p>Details of procedure to be followed for cashless service as well as for reimbursement of claim including pre and post hospitalization.</p> <p>Turn Around Time (TAT) for claims settlement:</p> <ul style="list-style-type: none"> i. TAT for preauthorization of cashless facility - 2 hrs ii. TAT for cashless final bill authorization - 2 hrs <p>Provide the details/web link for following:</p> <ul style="list-style-type: none"> i. Network Hospital details: Available on website: www.universalsompo.com. ii. Helpline Number: <p>Toll Free Numbers: 1-800-224030 (For MTNL/BSNL Users) or 1-800-2004030, Senior Citizen: 1800-267-4030</p> <p>Landline Numbers: (022) 39133700 (Local Charges Apply)</p> <ul style="list-style-type: none"> iii. Hospitals which are blacklisted or from where no claims will be accepted by insurer: Available on website: www.universalsompo.com. iv. Downloading/getting claim form: Available on website: www.universalsompo.com. 	--														
10	<p>Policy Servicing</p>	<p>1) Toll Free Numbers: 1-800-224030 (For MTNL/BSNL Users) or 1-800-2004030</p> <p>2) Landline Numbers: (022) 39133700 (Local Charges Apply)</p> <p>3) E-mail Address: contactus@universalsompo.com.</p> <p>4) Address for postal communication:</p>	F.1.xv														

		<p>Universal Sampo General Insurance Co. Ltd.</p> <p>Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Cloud City Campus; Gut No-31, Mouje Elthan, Thane- Belapur Road, Airoli, Navi Mumbai- 400708</p> <p>Note: Please include Your Policy number for any communication with us.</p>	
11	Grievances/ Complaints	<p>Grievances:</p> <p>If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:</p> <p>1. Company’s Grievance Redressal Officer</p> <p>You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:</p> <p>Grievance cell</p> <p>Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Cloud City Campus; Gut No-31, Mouje Elthan, Thane- Belapur Road, Airoli, Navi Mumbai- 400708.</p> <p>OR</p> <p>Send an e Mail at grievance@universalsompo.com</p> <p>For details of grievance officer, kindly refer the link www.universalsompo.com.</p> <p>2. Consumer Affairs Department of IRDAI</p> <p>a. In case it is not resolved within 15 days or if You are unhappy with the resolution You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to complaints@irdai.gov.in. You can also make use of IRDAI's online portal - Integrated Grievance Management System (IGMS) by registering Your complaint at igms.irda.gov.in.</p> <p>b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking here. You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development</p>	F.1.xv

		<p>Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500032.</p> <p>c. You can visit the portal http://www.policyholder.gov.in for more details.</p> <p>3. Insurance Ombudsman</p> <p>You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at www.irdai.gov.in, or of the General Insurance Council at www.generalinsurancecouncil.org.in, the Consumer Education Website of the IRDAI at http://www.policyholder.gov.in, or from any of Our Offices.</p> <p>Please https://www.cioins.co.in/Ombudsman to view the Updated list of Insurance Ombudsmen</p>	
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<p>12</p>	<p>Things to remember</p>	<p>1. Free Look cancellation: You may cancel the insurance policy if you do not want it, within 15 days from the beginning of the policy to review the terms and conditions of the policy, and to return the same if not acceptable.</p> <p>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. If the insured has not made any claim during the Free Look Period, the insured shall be entitled to</p> <ul style="list-style-type: none"> 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 <p>2. Policy renewal: Except on grounds of fraud, moral hazard or misrepresentation or non-cooperation, renewal of your policy shall not be denied, provided the policy is not withdrawn.</p> <ul style="list-style-type: none"> 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 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. <p>3. Migration and Portability: When your policy is due for renewal, you may migrate to another policy with us or port your policy to another insurer.</p>	<p>F.1.xiv, F.1.x, F.1.viii, F.1.ix, H.8, F.1.xii.</p>
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		<p>Migration: The insured person will have the option to migrate the policy to other health insurance products/plans offered by the company by applying for migration of the policy at least 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under a health insurance product/plan offered by the company, the insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration</p> <p>Portability: The insured person will have the option to port the policy to other insurers by applying to such insurer to port the entire policy along with all the members of the family, if any, at least 45 days before, but not earlier than 60 days from the policy renewal date as per IRDAI guidelines related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on portability of Health Insurance policies.</p> <p>4. Change in Sum Insured: Sum Insured can be changed (increased/decreased) only at the time of renewal or at any time, subject to underwriting by the company. For increase in SI, the waiting period if any shall start afresh only for the enhanced portion of the sum insured.</p> <p>You may seek enhancement of Sum Insured in writing before payment of premium for renewal, which may be granted at Our discretion. Before granting such request for enhancement of Sum Insured, we have the right to have You examined by a Medical Practitioner authorized by Us or the TPA. Our consent for enhancement of Sum Insured is dependent on the recommendation of the Medical Practitioner and subject to limits as stated by the Company. Enhancement of Sum Insured will not be considered for: In respect of any enhancement of Sum Insured, exclusions code – Excl01, Excl02 and Excl03 would apply to the additional Sum Insured from such date.</p>	
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		<p>5. 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 eight continuous years would be applicable from date of enhancement sums insured only on the enhanced limits.</p> <p>After the expiry of Moratorium Period no health insurance policy shall be contestable except for proven fraud and permanent exclusions specified in the policy contract.</p>	
13	Your Obligations	<p>Please disclose in the proposal form all the diseases, conditions which you are aware at the time of buying the policy.</p> <p>Please disclose pre-existing disease/s or condition/s before buying a policy. Non-disclosure may affect the claim settlement.</p> <p>Disclosure of other material information during the policy period.</p> <p style="text-align: center;">Universal Sampo General Insurance Co. Ltd.</p> <ul style="list-style-type: none"> ➤ Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Cloud City Campus; Gut No-31, Mouje Elthan, Thane- Belapur Road, Airoli, Navi Mumbai- 400708 ➤ Toll Free Numbers: 1-800-224030 (For MTNL/BSNL Users) or 1-800-2004030 ➤ Landline Numbers: (022) 39133700 (Local Charges Apply) ➤ E-mail Address: contactus@universalsampo.com 	--

Declaration by the Policy Holder

I have read the above and confirm having noted the details.

Place:

Date: _____

(Signature of the PolicyHolder)

Note:

- i. Weblink to Access product related documents: [Universal Sampo | Resources Downloads](#)
- ii. In case of any conflict, the terms & conditions mentioned in the policy document shall prevail.