

## 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	<b>CSC INDIVIDUAL ACCIDENT POLICY</b>	--
2	Policy Number	<< >>	--
3	Type of Insurance Product/Policy	Both Indemnity and Benefit Basis (where policy has elements of both the above)	--
4	Sum Insured (Basis) (Along with amount)	<ul style="list-style-type: none"> <li>• Individual Sum Insured -Where each member has a separate sum insured under the policy</li> </ul> <p>Individual Sum Insured is available under the Policy.</p> <p>Sum Insured Options:            Basic Cover- 10 times the yearly income            Wider Cover- 05 times the yearly income            Comprehensive Cover- 05 times the yearly income</p>	--
5	Policy Coverage (What the policy covers?) (Policy Clause Number/s)	<p style="text-align: center;"><b>Base Coverage</b></p> <p>In the unfortunate event of Insured having faced with an accident, the Company shall be liable to pay predefined limit of Sum Insured in case of below mentioned eventualities.</p> <ul style="list-style-type: none"> <li>• <b>Death:</b> In case accident resulting in death then we will provide compensation equivalent to the full Capital Sum Insured.</li> <li>• <b>Permanent Total Disability:</b> In case accident resulting in Permanent Total Disability then we will provide compensation equivalent to the full Capital Sum Insured.</li> <li>• <b>Permanent Partial Disability</b> We will compensate the insured depending on the nature of injury and corresponding percentage of Capital Sum Insured as detailed in the 'Table of Benefit' under the Policy document or as per the medical advices of Our appointed Medical Practitioner.</li> <li>• <b>Temporary Total Disability:</b> We will provide compensation at 1% of Capital Sum Insured or Rs 5000/- whichever is less per week for a maximum period of 104 weeks.</li> </ul>	<b>D.</b>

		<p>Extra benefits available under the Policy if admissibility of claim is accepted by Us:</p> <ul style="list-style-type: none"> <li>• <b>Transportation cost</b> of carriage of Dead Body to Home including funeral charges: 1% of Capital Sum Insured or 2,500/- (Two thousand five hundred) whichever is lower</li> <li>• <b>Cost of Clothing</b> damaged in the Accident as described above and liability for disablement is admitted by Us: Actual expenses subject to maximum of Rs 1000/-</li> <li>• <b>Ambulance charges</b> for transportation of Insured person to Hospital following Accident: Actual expenses subject to maximum of Rs 1000/-</li> <li>• <b>Education Fund:</b> In the event of death, permanent total disablement i.e. 1 &amp; 2 of Table of Benefit of Insured Person, we will approve compensation towards Education Fund for dependent children as below: 5% (Five percent) of C.S.I Subject to a maximum of Rs. 15000/-</li> <li>• <b>Loss of Employment:</b> In the event of accident leading to loss of employment as a consequence of Permanent Total Disability as per the table of benefits: 2% of CSI subject to a maximum of Rs 25000/-</li> </ul> <p style="text-align: center;"><b>ADD-ON COVERS</b></p> <p><b>&lt;&lt;A)Medical Expenses Extension:</b> Coverage for the medical expenses reasonably and necessarily incurred by You towards medical expenses as a result an accident resulting in the bodily injury, death or disablement. The compensation under this extension is restricted to 40% of Personal Accident Claim or actual medical expenses whichever is less.&gt;&gt;</p> <p><b>&lt;&lt;B)Hospital Confinement Allowance:</b> Daily allowance of Rs 500/- per day to a maximum of 30 days if You or any of the Insured Person(s) is hospitalised as a result of an accident resulting in the bodily injury, death or disablement.&gt;&gt;</p>	<b>A-B</b>
<b>6</b>	<p><b>Exclusions</b> (What the policy does not cover)</p>	<ul style="list-style-type: none"> <li>• War, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection, mutiny military or usurped power, confiscation, seizure, capture, assault, restraint, nationalization, civil commotion or loot or pillage in connection herewith.</li> <li>• Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exclusion, combustion shall include any self-sustaining process of nuclear fission.</li> </ul>	<b>E.1</b>

		<ul style="list-style-type: none"> <li>• The radioactive, toxic, explosive or the hazardous properties of any nuclear assembly or nuclear component.</li> <li>• Air travel except as a passenger on a recognized airline operating on regular scheduled air routes and air travel by any charter aircraft duly licensed as a recognized air carrier and flown by professional crews between properly established and maintained airports.</li> <li>• Participation in any kind of motor speed contest (including trial, training and qualifying heats)</li> <li>• This Insurance does not cover any loss, damage, cost or expense directly or indirectly arising out of             <ul style="list-style-type: none"> <li>a) Biological or chemical contamination</li> <li>b) Missiles, bombs, grenades, explosives due to any act of terrorism</li> </ul> </li> <li>• Natural Death</li> <li>• Compensation under more than one of the benefits mentioned in Table of Benefits in respect of same period of disablement.</li> <li>• Any other payment after a claim under one of the benefits 1,2, 3 and 4 in Table of benefits has been admitted and becomes payable.</li> <li>• Any payment in case of more than one claim under this Policy during any one period of Insurance by which our liability in that period would exceed CSI</li> <li>• Payment of compensation in respect of death or Injury as a consequence of/resulting from             <ul style="list-style-type: none"> <li>a) Committing or attempting suicide, intentional self-Injury.</li> <li>b) Whilst under influence of intoxicating liquor or drugs.</li> <li>c) Drug addiction or alcoholism.</li> <li>d) Whilst engaged in any adventurous sports and/or hazardous activities.</li> <li>e) Committing any breach of law with criminal intent.</li> <li>f) War, Civil War, invasion, act of foreign enemies, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint, or detainment, confiscation, or nationalisation or requisition by or under the order of any government or public authority.</li> </ul> </li> <li>• Consequential loss of any kind and/or any legal liability</li> <li>• Pregnancy including childbirth, miscarriage, abortion or complication arising there from.</li> <li>• Participation in any naval, military or air force operations.</li> <li>• Curative treatments or interventions</li> <li>• Venereal or sexually transmitted diseases.</li> </ul>	
7	Waiting Period • Time period during	Not Applicable	--

	<p>which specified diseases/treatments are not covered</p> <ul style="list-style-type: none"> <li>• It is counted from the beginning of the policy coverage.</li> </ul>		
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 total claim amount (if claim amount is more than the specified amount)</p> <p>iv. Any other limit (as applicable)</p>	<p>The policy will pay only up to the limits specified hereunder for the following diseases/procedures:</p> <p>Temporary Total Disablement: 1% of Capital Sum Insured or Rs 5000/-</p> <p>Transportation cost: 1% of Capital Sum Insured or up to INR 2,500.</p> <p>Cost of Clothing damaged in the Accident: Up to INR 1,000/</p> <p>Ambulance charges: Up to INR 1,000/</p> <p>Education Fund: 5% (Five percent) of C.S.I Subject to a maximum of Rs. 15000/-</p> <p>Loss of Employment: 2% of CSI subject to a maximum of Rs 25000/-</p> <p>No Co-pay applicable under the Policy</p> <p><u>Deductible –</u> No Deductible applicable under the Policy</p>	--
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> <ul style="list-style-type: none"> <li>• Cashless facility: Turn Around Time (TAT) for claims settlement: <ul style="list-style-type: none"> <li>i. TAT for preauthorization of cashless facility - 1 hr</li> <li>ii. TAT for cashless final bill authorization - 3 hrs</li> </ul> </li> </ul> <p>Follow below steps to avail Cashless facility through our In house Health Claims Management:</p> <p>Step I: Locate nearest Hospital by visiting our website or web portal or call our Health Helpline 1800 200 4030.</p>	Section G

Step II: Visit Network hospital and show your Health Serve Card issued by the company along with Valid Photo ID proof and get 'Cashless Request Form' from Insurance helpdesk of the hospital.

Step III: Fill your details in the 'Cashless Request Form' & submit it to the Hospital Insurance helpdesk.

Step IV: Hospital verifies the patient details and sends duly filled Cashless Request Form to Universal Sampo

Step V: Universal Sampo Health team will review and judge the admissibility of the Cashless Request as per Policy Terms & Conditions and the same will be communicated to Insured and Hospital with in 60 mins for Initial Cashless request & 3 hrs for discharge request on their registered mobile number & Email ID respectively.

Provide the details/web link for following:

i. Network Hospital details: Available on website: [www.universalsampo.com](http://www.universalsampo.com).

ii. Helpline Number:

Toll Free Numbers: 1-800-224030 (For MTNL/BSNL Users) or 1-800-2004030, Senior Citizen: 1800-267-4030

Landline Numbers: (022) 39133700 (Local Charges Apply)

iii. Hospitals which are blacklisted or from where no claims will be accepted by insurer: Available on website: [www.universalsampo.com](http://www.universalsampo.com).

iv. Downloading/getting claim form: Available on website: [www.universalsampo.com](http://www.universalsampo.com)

- Anywhere Cashless Facility (Non Network Cashless):

You can now avail cashless facility from non-network hospitals.

To avail the treatment under cashless from non-network hospitals, please find the below steps.

Prior Intimation is required for processing cashless from non-network hospitals:

- Inform us (Toll Free Helpline – 1800 200 4030) minimum 48 hours before admission for planned hospitalization and with 24 hours of admission for emergency hospitalization across India.

		<p>➤ Mail us at <a href="mailto:healthserve@universalsompo.com">healthserve@universalsompo.com</a></p> <ul style="list-style-type: none"> <li>• Reimbursement facility:</li> </ul> <p>Follow below steps to avail reimbursement facility through our In house Health Claims Management:</p> <p>Step I: Visit our Web Portal to register claim or Call our Health Helpline 1800 200 4030 or email us at <a href="mailto:healthserve@universalsompo.com">healthserve@universalsompo.com</a> and inform about your claim.</p> <p>Step II: Visit hospital and undergo your treatment. Settle your hospitalization bill and collect all the documents after discharge from the hospital.</p> <p>Step III: Fill in Reimbursement Claim Form and submit all original documents to our below mention office for reimbursement.          Universal Sampo General Insurance Company Limited,          Health Claims Management Office,          1st Floor C-56- A/13,          Block- C Sector- 62,          Noida,          Uttar Pradesh, Pincode: 201309</p> <p>Step IV: On receipt of document your claim will processed as per Terms &amp; Conditions of policy and the same will be communicated over SMS &amp; Email.</p> <p>Step V: Outcome of the claim will be communicated within 15 days from date of Submission of claim.</p>	
10	Policy Servicing	<p><b>Universal Sampo General Insurance Co. Ltd.</b></p> <p>Unit No. 601 &amp; 602, 6th Floor, Reliable Tech Park, Cloud City Campus; Gut No-31, Mouje Elthan, Thane- Belapur Road, Airoli, Navi Mumbai- 400708</p> <p><b>Toll Free Numbers:</b> 1-800-224030 (For MTNL/BSNL Users) or 1-800-2004030</p> <p><b>E-mail Address:</b> <a href="mailto:contactus@universalsompo.com">contactus@universalsompo.com</a>.</p>	<b>F.1.10</b>

		<p><b>Note:</b> Please include Your Policy number for any communication with us.</p>	
11	Grievances/ Complaints	<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><b>Step 1: Contact us</b></p> <p><b>Write us at: Customer Service Universal Sampo General Insurance Co. Ltd.</b></p> <p><b>E- mail Address:</b> <a href="mailto:contactus@universalsompo.com">contactus@universalsompo.com</a></p> <p><b>Unit No. 601 &amp; 602, 6<sup>th</sup> Floor, Reliable Tech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra – 400708</b></p> <p><b>For more details:</b> <a href="http://www.universalsompo.com">www.universalsompo.com</a>  <b>Toll Free Numbers: 1800-22-4030 or 1800-200-4030</b>  <b>Senior Citizen toll free number: 1800-267- 4030</b></p> <p><b>Step 2: Grievance Cell</b></p> <p>If the resolution you received, does not meet your expectations, you can directly write to our Grievance Id. After examining the matter, the final response would be conveyed within two weeks from the date of receipt of your complaint on this email id.</p> <p><b>Customer Service Universal Sampo General Insurance Co. Ltd.</b>  <b>E- mail Address:</b> <a href="mailto:grievance@universalsompo.com">grievance@universalsompo.com</a></p> <p><b>Unit No. 601 &amp; 602, 6<sup>th</sup> Floor, Reliable Tech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra – 400708</b></p> <p><b>For more details:</b> <a href="http://www.universalsompo.com">www.universalsompo.com</a></p> <p><b>Visit Branch Grievance Redressal Officer (GRO) -</b> Walk into any of our nearest branches and request to meet the GRO.</p> <ul style="list-style-type: none"> <li>• We will acknowledge receipt of your concern Immediately</li> </ul>	<b>F.1.11</b>

- Seek and obtain further details, if any, from the complainant (permitted only once) **Within one week**
- Within 2 weeks of receiving your grievance, we will respond to you with the best solution.
- We shall regard the complaint as closed incase on non-receipt of reply from the complainant Within 8 weeks from the date of registration of the grievance

### **Step 3: Chief Grievance Redressal Officer**

In case, you are not satisfied with the decision/resolution of the above office or have not received any response within 15 working days, you may write or email to:

**Customer Service Universal Sampo General Insurance Co. Ltd.**

**E- mail Address:** [gro@universalsompo.com](mailto:gro@universalsompo.com)

**Unit No. 601 & 602, 6<sup>th</sup> Floor, Reliable Tech Park,  
Thane- Belapur Road, Airoli, Navi Mumbai,  
Maharashtra – 400708**

**For more details:** [www.universalsompo.com](http://www.universalsompo.com)

For updated details of grievance officer, kindly refer the link <https://www.universalsompo.com/resource-grievance-redressal>

### **Step 4: Insurance Ombudsman**

**Bima Bharosa Portal link:**

<https://bimabharosa.irdai.gov.in/>

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](http://www.irdai.gov.in), or of the General Insurance Council at <https://www.gicouncil.in/>, the Consumer Education Website of the IRDAI at <http://www.policyholder.gov.in>, or from any of Our Offices.



		<p>The updated contact details of the Insurance Ombudsman offices can be referred by clicking on the Insurance ombudsman official site:  <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a>.</p> <p><b>Note:</b> Grievance may also be lodged at IRDAI-  <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a>.</p> <p><b>Note:</b> Please refer the Contact details of the Insurance Ombudsman mentioned in Annexure B.</p>	
12	Things to remember	<p><b>1. Free Look cancellation:</b> The Policy shall have a free look period. The free look period shall be applicable at the inception of the Policy and:</p> <p>i) You will be allowed a period of at least 30 days from the date of receipt of the Policy to review the terms and conditions of the Policy and to return the same if not acceptable.</p> <p>2. If You have not made any claim during the Free Look period, you shall be entitled to</p> <p>i. A refund of the premium paid less than any expenses incurred by Us on Your medical examination and the stamp duty charges or.</p> <p>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 on cover or iii. Where only a part of the risk has commenced, such proportionate risk premium commensurate with the risk covered during such period.</p> <p><b>2. Policy renewal:</b></p> <p>i) The policy shall ordinarily be renewable except on grounds of established fraud, or misrepresentation by the insured person Renewal shall not be denied on the ground that the insured had made a claim or claims in the preceding policy years</p> <p>ii) As it is a benefit based policy, the policy shall terminate following payment of the benefit covered under the Policy</p> <p>iii) We shall provide for a mechanism to condone a delay in renewal up to 30 days from the due date of renewal without deeming such condonation as a</p>	<p><b>F.1.4, F.1.3, F.1.6, F.1.8, F.1.9.</b></p>

break in policy. However coverage need not be available for such period.

- iv) Premium of the Policy may be revised if adverse claims ratio of the entire product portfolio shall fall into range of 130%-150% subject to approval from IRDA. No loading shall be applied on Your individual claims experience basis

**3. Three Months Notice:** We shall give You notice in the event We may decide to revise, modify or withdraw the product. Such notice shall be given to You at least three months prior the date when such modification or revision or withdrawal comes into effect. We shall adhere to the following:

- i) In case of modification or revision, the notice given to You shall detail the reasons for such revision or modification, in particular the reason for an increase in premium (if any) and the quantum of such increase.

- ii) The product shall be withdrawn only after due approval from the Insurance Regulatory and Development Authority. However, if You do not respond to Our intimation in case of such withdrawal, the Policy shall be withdrawn on the renewal date, and we shall provide You with an option to migrate to a substitute product offered by Us.

**4. Substitute Product:** In case We may decide to withdraw this product under which this Policy is issued to You or where the children have attended maximum eligibility age under the Policy, if covered, we shall provide You with an option to buy a similar substitute Accident insurance Policy from Us.

**5. Compensation:**

- i. In case of claim by death or permanent total disablement compensation will be made only after deleting by an endorsement the name of the deceased/ Injured person in respect of whom such sums shall become payable.

- ii. In case of claim by permanent partial disablement i.e. Benefit 3 of Table of Benefits compensation will be made only after reduction of Capital Sum Insured by an

		<p>endorsement by the amount admissible under the claim in respect of the injured person.</p> <p>iii. In case of Temporary Total Disablement Benefit i.e. 4of Table of Benefits compensation will be made only upon termination of such disablement in respect of Injured Person or on the expiry of 104 weeks of disablement whichever occurs earlier.</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;"><b>Universal Sampo General Insurance Co. Ltd.</b></p> <ul style="list-style-type: none"> <li>➤ Unit No. 601 &amp; 602, 6th Floor, Reliable Tech Park, Cloud City Campus;Thane- Belapur Road, Airoli, Navi Mumbai-400708</li> <li>➤ Toll Free Numbers: 1-800-224030 (For MTNL/BSNL Users) or 1-800-2004030</li> <li>➤ E-mail Address: contactus@universalsampo.com</li> </ul>	--

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.