

Prospectus

Suitability

- a) This policy covers persons in the age group wherein entry age is from 6 months upto 65 years. Policy is however renewable upon payment of premium.
- b) The policy will be issued for a period up to 3 years.
- c) This policy can be issued to an individual and/or family.
- d) The family includes self, spouse and dependent children (upto 2 children).

Salient Features & Benefits

Following benefits pays upto the entire sum insured, if bodily injury results in death or permanent total / partial disability due to an accident.

1. **Accidental Death:** Pays the Principal Sum Insured if Injury results in Death of the insured person on account of an accident. Such loss is paid less any other amount payable under Permanent Total Disability or Permanent Partial Disability section of this Policy, as a result of the same Accident.
2. **Permanent Total Disability (PTD):** Pays the Principal sum insured, if bodily injury results in permanent total disability due to an accident, occurring within 1 (one) year from the Date of Loss. Such disability should continue for a period of 1 (one) year and is total, continuous and Permanent at the end of this period, Such loss is paid less any other amount paid or payable under: Permanent Partial Disability sections of this Policy, as the result of the same Accident.
3. **Permanent Partial Disability (PPD):** Pays upto the entire sum insured, if bodily injury results in permanent partial disability due to an accident, occurring within 180 days of the date of Injury. When more than one form of disability results from one Accident, we add the percentages from each together. However, We will not pay more than 100% of the Sum Insured.

Accident Shield Policy

UIN: TATPAIP23088V032223



SI	Loss	% of Principal Sum
1	Loss of an Arm at the Shoulder Joint	70%
2	Loss of an Arm above the elbow Joint	65%
3	Loss of an Arm beneath the elbow Joint	60%
4	Loss of a Hand at the wrist	55%
5	Loss of four fingers and thumb of one hand	40%
6	Loss of four fingers	25%
7	Loss of Thumb	15%
8	Loss of Index Finger	10%
9	Loss of Middle Finger	6%
10	Loss of Ring Finger	5%
11	Loss of Little Finger	4%
12	Loss of a leg above mid-thigh	70%
13	Loss of a leg up to mid thigh	60%
14	Loss of a leg up to beneath the knee	50%
15	Loss of a leg up to mid calf	45%
16	Loss of a foot at the ankle	40%
17	Loss of toes	20%
18	Loss of Great toe	5%
19	Other than great toe, if more than one toe lost, each	1%
20	Loss of an Eye	50%
21	Loss of Hearing of one ear	25%

22	Loss of Hearing of both ears	50%
23	Loss of Sense of Smell	10%
24	Loss of Sense of Taste	5%

4. **Education Benefit** – Pays upto the 10% of the Sum Insured or upto Rs. 1L whichever is lower towards dependent children’s education in the event of Accidental Death or Permanent Total Disability which has become admissible and payable by the company.

The cover mentioned under Dependent Child Education Benefit is over and above the sum insured covered under death or Permanent Total Disability section.

Exclusions

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

1. Any claim of Insured Person arising from:
 - a. suicide or attempted suicide
 - b. wilful self-inflicted illness or injury except injury in self-defence or to save life; or
2. any Pre-Existing Disease (PED) or any complication arising from it; or
3. being under the influence of intoxicating liquor or drugs or other intoxicants except where the insured is not directly responsible for the injury / accident though under influence of intoxication; or
4. sexually transmitted conditions
5. for any loss of which a contributing cause was Your actual or attempted commission of, or willful participation in, an illegal act or any violation or attempted violation of the law or Your resistance to arrest;

6. participation in an actual or attempted felony, riot, crime, misdemeanor, or civil commotion; or
7. operating or learning to operate any aircraft, or performing duties as a member of the crew on any aircraft; or
8. War, civil War, invasion, insurrection, revolution, act of foreign enemy, hostilities (whether War be declared or not), rebellion, mutiny, use of military power or usurpation of government or military power; or
9. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or
10. the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of that equipment; or
11. congenital Internal and External anomalies (known or unknown) or any complications or conditions arising therefrom; or
12. participation in winter sports, skydiving/parachuting, hang gliding, bungee jumping, scuba diving, mountain climbing (where ropes or guides are customarily used), riding or driving in races or rallies using a motorized vehicle or bicycle, caving or pot-holing, hunting or equestrian activities, skin diving or other underwater activity, rafting or canoeing involving white water rapids, yachting or boating outside coastal waters (2 miles), participation in any Professional Sports, any bodily contact sport or any other hazardous or potentially dangerous sport for which You are untrained; or
13. Any loss resulting directly or indirectly contributed or aggravated or prolonged by childbirth or from pregnancy. This however does not include ectopic pregnancy proved by diagnostic means.

Claim Procedure

All claims under this policy will be processed and settled by us.

Accident Shield Policy

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You can get in touch with us as below -

- Please call Our 24x7 Toll Free No: 1800 266 7780 or 1800 22 9966 (Senior Citizen) Fax: 022 66938170
- Email at customersupport@tataaig.com.
- Write to us at: A&H Claims Department, Tata AIG General Insurance Co. Ltd.

7th and 8th Floor, Romell Tech Park, Cama Industrial Estate, Western Express Highway, Goregaon(E), Mumbai, Maharashtra 400063

An indicative document list in case of claim is as given below. Additional documents/ information may be called for and/or we may carry out verification where felt necessary.

<u>Death Claims</u>	<u>Disability Claims</u>
1. Claim form	1. Claim form
2. Original Death Certificate	2. Attending Doctor's Report
3. Original/ Attested Post Mortem Report, if conducted	3. Original Disability Certificate from the Doctor
4. Attested copy of FIR, Spot Panchanama & Police Inquest report, where applicable.	4. Complete medical records including Investigation/ Lab reports (X-Ray, MRI etc.)
5. Complete medical records including Death Summary, in case of hospitalization	5. FIR, Police report, where applicable
6. KYC Documents	6. KYC Documents

Terms of Renewal

- The Policy is ordinarily renewable upon payment of premium unless the Insured Person or any one acting on behalf of an Insured Person has acted in an improper, dishonest or fraudulent manner or any misrepresentation under or in relation to this policy or the Policy poses a moral hazard.

- **Grace Period** - Grace Period of 30 days for renewing the Policy is provided under this Policy. However, coverage would not be available for the period for which no premium has been received.
- **Free Look Period** – 30 days Free look period from date of receipt of Policy documents, whether received electronically or otherwise, is given under the policy. A minimum premium towards stamp duty and proportionate risk premium will be retained by Us.
- **Maximum Age** – Policy is renewable for life upon payment of premium provided the cover is maintained with us without a break
- **Waiting Period** - Not Applicable
- **Renewal Premium** – Your renewal premium for this policy will not change unless we have revised the premium and obtained due approval from IRDA. Your premium will also change if you change the term or change the plan.
- Any revision / modification in the product will be done with the approval of the Insurance Regulatory and Development Authority and will be intimated to You atleast 3 months in advance.
- We will not apply any additional loading on your policy premium at renewal based on your claim experience.
- Sum Insured Enhancement – Sum Insured can be enhanced only at the time of renewal. However, the quantum of increase shall be as per underwriting guidelines of the company.

In the likelihood of this policy being withdrawn in future, we will intimate you about the same 3 months prior to expiry of the policy. You will have the option to migrate to any Individual personal accident insurance policy available with us at the time of renewal

- **Free Look Period:**

You have a period of 30 days from the date of receipt of the Policy document, whether received electronically or otherwise, to review the terms and conditions of this Policy. If You have any objections to any of the terms and conditions, You have the option of cancelling the Policy stating the reasons for cancellation and You will be refunded the premium paid by You after adjusting the amounts spent on stamp duty charges and proportionate risk premium. You can cancel Your Policy only if You have not made any claims under the Policy. All Your rights under this Policy will immediately stand extinguished on the free look cancellation of the Policy.

Free look provision is not applicable and available at the time of renewal of the Policy.

Claim Settlement

- i. The Company shall settle or reject a claim, as the case may be, within 15 days from the date of receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document- In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
- iv. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

(“Bank rate” shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due)

Cancellation

We may cancel this Policy / Certificate of Insurance at any time on grounds of mis-representation, established fraud, nondisclosure of material facts by giving you 15 Days notice delivered to You, or mailed to Your last address as appears in Our records and the policy shall stand cancelled ab-initio and there will be no refund of premium. You may cancel the Policy by giving us 7 days' notice in writing and in such an event, the Company shall refund proportionate premium for unexpired policy period provided no claim has occurred up to the date of cancellation. In the event a claim has occurred in which case there shall be no return of premium.

Requirement

Completed proposal form.

Prohibition of Rebates - Section 41 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015

1. 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 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.
2. Any person making default in complying with the provisions of this section shall be liable for penalty which may extend to ten lakh rupees.

Redressal of Grievance:

The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to call our 24X7 Toll free number <<1800-266-7780 or 022-66939500>> (tolled) or you may email to the customer

service desk at customersupport@tataaig.com. After investigating the matter internally and subsequent closure, we will send our response within the stipulated TAT as prescribed by the Regulator from the date of receipt of the complaint by the Company or its office in Mumbai. In case the resolution is likely to take longer time, we will inform you of the same through an interim reply.

Escalation Level 1

For lack of a response or if the resolution still does not meet your expectations, you can write to manager.customersupport@tataaig.com. After investigating the matter internally and subsequent closure, we will send our response within the stipulated TAT as prescribed by the Regulator from the date of receipt at this email id.

Escalation Level 2

For lack of a response or if the resolution still does not meet your expectations, you can write to the Head - Customer Services at head.customerservices@tataaig.com. After examining the matter, we will send you our final response within the stipulated TAT as prescribed by the Regulator from the date of receipt of your complaint on this email id. Within the stipulated TAT as prescribed by the Regulator, from the date of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Insurance Ombudsman appointed by IRDA under the Insurance Ombudsman Scheme.

Grievance may also be lodged on the Bima Bharosa Grievance Redressal Portal of IRDAI (<https://bimabharosa.irdai.gov.in/>)

Disclaimer

“Insurance is the subject matter of the solicitation”. For more details on benefits, exclusions, limitations, terms & conditions, please read the policy wordings carefully, before concluding a sale

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

Benefit Illustration

Coverage Details	Sum Insured*
Accidental Death	100% of Sum Insured
Permanent Total Disability (PTD)	100% of Sum Insured
Permanent Partial Disability (PPD)	Upto 100% of Sum Insured
Education Benefit	Upto 10% of the Sum Insured or upto 1L whichever is lower