### **Customer Information Sheet/Know Your Policy**

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

S. No	Title	Descr	Policy Clause		
	NI CII	T . 410 0	Number		
1.	Name of the Insurance Policy	Tata AIG Cri	ti-MediCare		
2.	Policy Number	< <policy n<="" th=""><th>lumber &gt;&gt;</th><th></th></policy>	lumber >>		
3.	Type of	For Sections applicable to you, p	lease refer your Policy Schedule		
	Insurance Policy	Section A: Critical Illness	Benefit (which pays a fix		
			amount under the policy on the		
			occurrence of a covered event)		
		Section B: Cancer 360 Degree-	Indemnity (where insured		
		Indemnity Cover	losses are covered up to the		
			Sum Insured under the policy)		
		Section C: Hospital Cash	Benefit (which pays a fix		
			amount under the policy on the		
			occurrence of a covered event)		
		Section D: Wellsurance Benefit	Benefit (which pays a fix		
			amount under the policy on the		
			occurrence of a covered event)		
4.	Sum Insured		ed Amount>>		
	(Basis)		Opted>>		
	(Along with amount)	As per Sum Insured and Plan	As per Sum Insured and Plan mentioned in Policy Schedule		
	amount	Sum Insured renresents Our r	naximum, total and cumulative		
		•	the Insured Person(s) covered in		
		aggregate, for the respective Poli	• •		
			-,		
5.	Policy Coverage	This is a complete list of benefits	. For benefits and plan applicable	Section 2	
		to you, please refer Policy Sched	ule:		
		A: Critical Illness			
		A1. Critical Illness			
			np sum amount on diagnosis to be		
		•			
		suffering from of a Critical II			
		(A/B/C) ,provided only one			
		·	tegories during the lifetime of the		
		Policy.			
		A2. Waiver of Premium (Applic	able for Smart Century Premier		
		Plan)			

Waives 70% of payable renewal Premium for next 3 Policy Years of the Insured Person where the first Claim has been admitted by Us under Smart Century Premier Plan

### A3. Health Check up

Preventive Health Check-up upto 1% of previous policy year Sum Insured maximum up to ₹ 10,000

### **A4. Second Medical Opinion**

We will organize second Medical opinion upon specific request of Insured person from Network Provider or Medical Practitioner, if an Insured Person is diagnosed with covered Critical Illness during the Policy Period.

#### A5. Smart Cancer Care

Pays specified percentage of Sum Insured against this benefit provided the Insured Person is diagnosed to be suffering from various stages of Cancer (Early, Major, Advanced)

### **B: Cancer 360 Degree-Indemnity Cover**

- **B1.** In-Patient Treatment— Covers Medical Expenses for Cancer as In-patient where period of treatment is more than 24 hrs.
- **B2. Pre-Hospitalization expenses** Medical Expenses incurred in 60 days before the date of admission to the hospital
- **B3.** Post-Hospitalization expenses Medical Expenses incurred in 90 days after the date of discharge from the hospital
- **B4. Day Care Treatment** Medical expenses for Day Care Treatment due to Cancer during the policy period taken at a hospital or a Day Care Centre.
- **B5. Organ Donor Expenses** Medical Expenses on harvesting the organ from the donor for organ transplantation necessitated as part of Cancer treatment.
- **B6. Home Care (Cancer)**-Medically necessary Home Care treatment for Cancer.
- **B7.** Chemotherapy and Radiotherapy Cover- Cancer related Medical Expenses for availing Chemotherapy (including Oral Chemotherapy) and Radiotherapy treatment.
- **B8. OPD Cover (Outpatient)** Cancer related Medical expenses related to consultations, diagnostics and pharmacy.
- **B9. Advanced Treatments for Cancer-** Medical Expenses incurred for availing Advanced Treatments for Cancer
  - Proton Treatment
  - Immunotherapy including immunology agents
  - Personalized and Targeted Therapy
  - Hormonal Therapy or Endocrine manipulation
  - Vaporisation of the prostate
  - Stem cell transplantation

- Robotic/ Stereotactic radio Surgeries
- Any other Advanced and established Medical Practice(that has significant Medical documentation to support their effectiveness)
- **B10.** Hotel accommodation- Pays for Hotel accommodation for the Insured Person/accompanying person/attendant if the Insured Person is travelling a distance > 200 kms from his place of residence for treatment of Cancer.
- **B11.** Transportation Expenses-We will arrange Travel to Hospital/Day Care Centre within the city in which you normally reside to avail Cancer Treatment through our empanelled service provider. Where ever this facility cannot be provided, We will Pay a fixed amount of ₹. 500 Per day.
- **B12.** Ambulance Cover-We will cover expenses incurred on transportation of Insured Person in a registered ambulance to a Hospital for admission in case of an Emergency or from one hospital to another hospital for better medical facilities and treatment subject to ₹.5000 per hospitalization.
- **B13. High End Diagnostics** covers charges incurred for the following diagnostic tests only on OPD basis if required as part of a medically necessary treatment subject to maximum ₹. 25,000 per policy year:
  - i. Computed Tomography (CT) guided Biopsy
  - ii. Liver Biopsy
  - iii. Magnetic Resonance Cholangiography Scan
  - iv. Positron Emission Tomography— Computed Tomography (PET-CT)
  - v. Positron emission tomography–Magnetic Resonance Imaging (PET-MRI)
- **B14.** Palliative Care for Cancer-Covers for taking care of the overall side effects of treatment on the Insured Person after diagnosis of Cancer.
- **B15.** Psychiatric Counselling Covers expenses incurred for a consultation with a psychologist if the same is availed by the insured Person for dealing with emotional/mental trauma after being diagnosed with Cancer.
- **B16.** Health Check up- Preventive Health Check-up upto 1% of previous policy year Sum Insured maximum up to ₹ 10,000
- **B17. Second Medical Opinion**-We will organize second Medical opinion upon specific request of Insured person from Network Provider or Medical Practitioner, if an Insured Person is diagnosed with Cancer during the Policy Period.
- **B18. Global Cover-** Medical Expenses of the Insured Person incurred outside India, upto the sum insured provided that the

diagnosis was made in India and the insured travels abroad for treatment.

**B19. Consumable Benefit-** We will pay for expenses incurred, for specified consumables which are listed in 'Annexure – 1 List 1 as Optional Items' under 'Guidelines on Standardization in Health Insurance, 2016' and its amendments, which are consumed during the period of hospitalization directly related to the insured's medical or surgical treatment of Cancer. Details of Annexure I-List I-Optional items are available on our website (www.tataaig.com)

### C: Hospital Cash

- **C1.** In —Patient Hospital Cash- Pays a Fixed Daily Cash Benefit for each continuous and completed 24 Hours of Hospitalization for Medically necessary treatment of the Insured Person due to an illness during the Policy Year
- **C2. Prolonged Hospital Cash Benefit-** Pays a fixed amount in the event of insured person hospitalization for an illness/injury exceeds continuous period 10 days.
- **C3. ICU Cash Benefit-** Pays twice the In —Patient Hospital Cash Benefit for the duration of stay in Intensive Care Unit(ICU) for each continuous and completed 24 Hours of Hospitalization for Medically necessary treatment of the Insured Person due to an illness during the Policy Year.
- **C4.** Accidental Hospitalization Cash Benefit-Pays twice the In-Patient Hospital Cash Benefit for each continuous and completed 24 Hours of Hospitalization for Medically necessary treatment of the Insured Person due to an injury during the Policy Year.
- **C5.** Accidental Hospitalization ICU Cash Benefit- In case Insured Person's Hospitalization is in Intensive Care Unit (ICU) due to an accidental injury

Pays twice the ICU Cash Benefit for each continuous and completed 24 Hours of Hospitalization for Medically necessary treatment of the Insured Person due to an injury during the Policy Year.

### **D: Optional Benefits**

### **D1.** Wellsurance Benefit:

- a) Minor Surgical Benefit-Pays lump sum irrespective of the actual Medical expenses for hospitalization, subject to the waiting period of 90 days in the event of an Insured Person undergoing any Medically necessary Covered Minor Surgery which is not due to any Pre-existing Condition.
- b) Major Surgical Benefit- Pays lump sum as specified in the Policy schedule irrespective of the actual Medical expenses for hospitalization, subject to the waiting period of 90 days in the event of an Insured Person undergoing any Medically necessary

			vered Major Surgery which is not due to any Pre-existing	
			ndition.	
		1 -	st Operative Expenses (Physiotherapy)- Pays lump sum	
			nount for Physiotherapy for any covered Major or Minor	
			rgery as defined above post discharge from Hospital.	
		-	nbulance Service- Pays lump sum amount towards road	
			nbulance while admitting and/or while discharging from the spital.	
		110	spitai.	
		E: Pers	sonal Accident (only applicable for Section A: Critical Illness)	
		If no cl	aim is reported under benefit section A1 or A5 in the expiring	
			year in a Long term policy or Policy period in an Annual policy,	
		1	Il pay ₹ 3 Lac of Sum Insured, if the Insured person suffers an	
			due to an accident during the current Policy year/Policy	
			which is the sole and direct cause of death of Insured Person	
		within	twelve (12) months from the date of Accident.	
		This co	over shall be available only to those insured persons who are	
			ed under the policy in the expiring policy year. This cover shall	
			applicable to dependent children covered in the policy.	
		not be	applicable to dependent emarch covered in the policy.	
6.	Exclusions	Standa	ard Exclusion	Section 3
		1.	Medical Exclusions	
		I.	Treatment for, Alcoholism, drug or substance abuse or any	
		١.		
			addictive condition and consequences thereof (Code- Excl	
			12)	
		II.	Obesity and weight control: (CodeExcl06)	
		III.	Investigation and evaluation (Code- Excl 04)	
		IV.	Sterility and Infertility (Code- Excl 17)	
		V.	Change of Gender treatment: (Code- Excl07)	
		VI.	Cosmetic or Plastic Surgery (Code- Excl 08)	
		VII.	Rest cure, rehabilitation and respite care (Code- Excl 05)	
		VIII.	Unproven treatments (Code- Excl 16)	
		IX.	Maternity (Code - Excl 18)	
		X.	Treatments received in heath hydros, nature cure clinics, spas or	
			similar establishments or private beds registered as a nursing	
			home attached to such establishments or where admission is	
			arranged wholly or partly for domestic reasons. (Code -Excl13)	
		2.	Non-Medical Exclusions	
1				
		I.	Hazardous or Adventure Sports (Code- Excl 09)	
		I. II.	Hazardous or Adventure Sports (Code- Excl 09) Breach of law (Code- Excl 10)	

III.	Excluded Providers:	(Code-Excl 11)
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### Specific Exclusions (Exclusions other than as those mentioned above)

### 1. Medical Exclusions

### **Specific to Section 2 A: Critical Illness:**

Any Critical Illness other than as defined under Section A1

### Specific to Section 2 B: Cancer 360 Degree -Indemnity Cover

Any Illness or Injury other than Cancer

### Other Exclusions:

Exclusion	Applicable Section(s)
Alcoholic pancreatitis	Hospital cash (Section C)
Congenital External Diseases, defects or anomalies;	Hospital Cash (Section C) and Wellsurance Benefit (Section D)
Growth hormone therapy;	Hospital Cash (Section C)
Sleep-apnoea	Hospital Cash (Section C)
Admission primarily for administration of Intra-articular or intra-lesional injections or Intravenous immunoglobulin infusion or supplementary medications like Zolendronic Acid	Hospital Cash (Section C)
Venereal disease, sexually transmitted disease or illness;	Hospital Cash (Section C) and Wellsurance Benefit (Section D)
Dental treatment or surgery of any kind unless as a result of Accidental Bodily Injury to natural teeth and also requiring hospitalization	Hospital Cash (Section C) and Wellsurance Benefit (Section D)

		Any existing disease specifically mentioned as Permanent exclusion in the Policy Schedule  2. Non-Medical Exclusions  Critical Illness (Section A), Cancer 360 Degree - Indemnity Cover (Section B), Hospital Cash (Section C) and Wellsurance Benefit (Section D)		
		<ul><li>I. War or any act of war, invasion, act of foreign enemy, war like operations.</li><li>II. Any Insured Person's participation or involvement in naval,</li></ul>		
		military or air force operation.  III. Intentional self-Injury or attempted suicide while sane or insane.		
		IV. Treatment rendered by a Medical Practitioner which is outside his discipline.		
		V. Doctor's fees charged by the Medical Practitioner sharing the same residence as an Insured Person or who is an immediate relative of an Insured Person's family.		
		VI. Any treatment or part of a treatment that is not of a reasonable charge, not medically necessary; drugs or treatments which are not supported by a prescription.		
		VII. Crutches or any other external appliance and/or device used for diagnosis or treatment (except when used intra-operatively and explicitly stated and covered in the policy).		
		VIII. Any illness diagnosed or injury sustained or where there is change in health status of the member after date of proposal and before commencement of policy and the same is not communicated and accepted by us		
		This is summary of exclusions. For detailed exclusions, please refer Policy wordings (Section 3)		
7.	Waiting period	<ul> <li>Initial waiting period of:         <ul> <li>90 days (applicable for Section 2 A: Critical Illness and Section 2 B: Cancer 360 Degree Indemnity Cover)</li> <li>30 days (applicable for Section 2 C: Hospital Cash)</li> </ul> </li> <li>II. 24 months waiting period for 40 specified diseases/procedures (only applicable for Section C: Hospital Cash)</li> <li>III. Pre-existing disease covered after 48 months</li> </ul>	Section 4	
	Financial limits of coverage	The policy will pay only up to the limits specified hereunder for the following diseases/procedures	Section 1	

i.	Sub-	limit
	(it	is a
	pre-	
	defir	ned
	limit	and
	the	
	insu	ranc
	e	
	com	pany
	will	not
	pay	any
	amo	unt
	in ex	cess
	of	this
	limit	)
ii.	Co-	
	navn	nant

### payment (it is a specified amount/ percenta ge of the admissib le claim amount to paid by policy holder/in sured) Deductib iii.

- Up to which an insuranc e company will not pay any claim, and

le (it is a

specified

amount:

# Which will be deducte d from

### **Sub-limit**

### **Benefit Specific Sub-limit:**

### **Section B: Cancer 360 Degree-Indemnity Cover**

- OPD Cover (Outpatient) up to 1% of Sum Insured subject to maximum of ₹ 10,000/- per policy year
- Hotel accommodation 1% of Sum Insured subject to maximum ₹ 5000 per day up to 5 days per policy year
- Transportation Expenses ₹ 500 Per day, maximum up to 10 days in a Policy Year
- Ambulance Cover Upto ₹ 5000 per Hospitalization
- High End Diagnostics Upto ₹ 25000 per policy year
- Palliative Care for Cancer up to 10% of sum insured; maximum upto ₹ 5 Lacs in a policy year
- Psychiatric Counseling ₹ 2000 per session; up to 8 sessions per Policy year
- Health Check up Upto 1% of previous Policy sum insured maximum up to ₹ 10,000

### **Any Other limit:**

### be | Section A: Critical Illness

- Critical Illness: lump sum amount of Sum Insured
- Health Check up: Upto 1% of previous policy year Sum Insured maximum up to ₹ 10,000 (over and above base Sum Insured)
- Smart Cancer Care: Upto 100% of the Sum Insured (over and above base Sum Insured)

### **Section B: Cancer 360 Degree-Indemnity Cover**

- In-Patient Treatment: Upto Sum Insured
- Pre-Hospitalisation expenses: Upto 60 days,
   Upto Sum Insured
- Post-Hospitalisation Expenses: Upto 90 days,
   Upto Sum Insured
- Day Care Treatment: Upto Sum Insured
- Organ Donor Expenses: Upto Sum Insured
- Home Care (Cancer) Upto Sum Insured
- Chemotherapy and Radiotherapy Cover Upto Sum Insured
- Advanced Treatments for Cancer Upto Sum Insured

total
claim
amount
(if claim
amount
is more
than the
specified
amount)
Any other
limit (as
applicable)

- Global Cover Upto Sum Insured
- Consumable Benefit Upto Sum Insured

### **Section C: Hospital Cash**

- In –Patient Hospital Cash Fixed Daily Cash
   Benefit as specified in the Policy Schedule
- Prolonged Hospital Cash Benefit: ₹ 10,000 per event (over and above sum insured)
- ICU Cash Benefit Twice the In –Patient Hospital Cash Benefit
- Accidental Hospitalization Cash Benefit-Twice the In –Patient Hospital Cash Benefit
- Accidental Hospitalization ICU Cash Benefit –
   Twice the ICU Cash Benefit

## Section D: Wellsurance Benefit (Optional) For cover, plan and limit applicable to you, please refer your Policy schedule

- Minor Surgical Benefit: Appendectomy/Cholecystectomy, Removal of Gall stones/kidney stones, Hernia repair, Hemorrhoids, Removal of Skin lesion, Biopsy of Growth
- Major Surgical Benefit: Post traumatic surgery, Knee replacement, Knee ligament surgery, Hip replacement, Cosmetic Reconstructive Surgery

Benefits/Plan	Classic	Supreme	Elite				
Minor Surgeries							
a. Appendectomy/Re	₹ 10,000	₹ 10,000	₹				
moval of Kidney			15,000				
stones/Haemorrhoids							
b. Cholecysectomy/	₹ 15,000	₹ 20,000	₹				
Removal of Gall bladder			20,000				
Stones/Hernia/Biopsy or							
growth							
Majo	or Surgeries						
a. Post Traumatic Surgery	₹ 50,000	₹ 75.000	₹				
			100,000				
b. Knee	₹ 75,000	₹ 1,25,000	₹				
replacement/knee			150,000				
ligament surgery							
c. Hip replacement	₹ 75,000	₹ 100,000	₹				
			150,000				
d. Cosmetic	₹ 50,000	₹ 100,000	₹				
Reconstructive Surgery			200,000				
(in case of Accidents)							

		Post Operative Expenses	₹ 3500	₹ 5000	₹ 7000	
		(Physiotherapy)				
		Ambulance Service	₹ 2000	₹ 2000	₹ 2000	
			I			
		Section E: Personal Accident		able for Secti	ion A: Critical	
		Illness) - Sum insured of ₹ 3 L	acs			
9.	Claims/Claims	Claim procedure:				Section 5
	Procedure	<ul> <li>For Cashless Service:</li> <li>If any planned treatment, claim may be made then thours before the planned</li> <li>If any treatment, consultationally be made, requiring eninsured must notify us with Hospitalization</li> <li>You have to provide the Ithory of the Network Hospitalization or document of the Network Hospitalization of the Networ</li></ul>	he insured mesopitalization or proceed that the process of the pro	nust notify us on. edure for which espitalization, after the tread d to You alon that is reques to 7 days of colure. o our TPA/Us to: A&H Clair urance Co. Lt	at least 48 ch a claim then the atment or g with any sted by the empletion of within 15 ms d. 7th and	
		Western Express High Maharashtra 400063  Turn Around Time (TAT) for a i. TAT for preauthorizati ii. TAT for cashless final ii. TAT for cashless final ii. Assistance:  1. Please refer to our we our toll free number a empanelled hospitals. Blacklisted Hospitals.	claims settle ion of cashle bill authoriza ebsite www. at 1800-266- and list of E	ement: ess facility: 2 ation: 4 hour tataaig.com of	hours s or call us on details on our iders/	
		2. Helpline number: Toll (only for Senior Citize			1800 22 9966	

		Please refer our website << <u>www.tataaig.com&gt;&gt;</u> to download claim form	
10.	Policy Servicing	Toll Free: 1800 266 7780 or 1800 22 9966 (only for Senior Citizen policyholders)	Section 4
11.	Grievances/Com plaints	Redressal of Grievance  In case of any grievance the insured person may contact the company through  Website: www.tataaig.com  Toll Free: 1800 266 7780 or 1800 22 9966 (only for Senior Citizen policyholders)  Email: customersupport@tataaig.com  Courier: Customer Support, Tata AIG General Insurance Company Limited, 7th and 8th Floor, Romell Tech Park, Cama Industrial Estate, Western Express Highway, Goregaon(E), Mumbai, Maharashtra 400063	Section 4
		Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.  Escalation Level 1:  If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at manager. customersupport@tataaig.com  For updated details of grievance officer, kindly refer the link (https://www.tataaig.com/grievance-redressal-policy)  Escalation Level 2:  If Insured person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/ region (details as mentioned in the Annexure A of this policy) for redressal of grievance as per Insurance Ombudsman Rules 2017.  Grievance may also be lodged at IRDAI Integrated Grievance	
12.	Things to remember	Management System (https://igms.irda.gov.in/)  Free Look Period  The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy.  The insured person shall be allowed free look period of fifteen days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable.	Section 4

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

- 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
- 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

### **Policy renewal**

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

- 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. Coverage is not available during the grace period.
- v. No loading shall apply on renewals based on individual claims experience.

### 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.

For Detailed Guidelines on Migration, kindly refer Guidelines issued by IRDAI (Insurance Regulatory and Development Authority of India) on Migration and Portability of Health Insurance policies — Ref: IRDAI/HLT/REG/CIR/194/07/2020) dated 22<sup>nd</sup> July 2020 and subsequent amendments thereof.

### **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.  For Detailed Guidelines on Portability, kindly refer Guidelines issued IRDAI (Insurance Regulatory and Development Authority of India) on Migration and Portability of Health Insurance policies – Ref: IRDAI/HLT/REG/CIR/194/07/2020) dated 22 <sup>nd</sup> July 2020	
		and subsequent amendments thereof.	
		Moratorium Period	
		After completion of eight continuous years under the policy no	
		look back to be applied. This period of eight years is called as	
		moratorium period. The moratorium would be applicable for the	
		sums insured of the first policy and subsequently completion of 8	
		continuous years would be applicable from date of enhancement	
		of sums insured only on the enhanced limits. After the expiry of	
		Moratorium Period no health insurance claim shall be contestable	
		except for proven fraud and permanent exclusions specified in	
		the policy contract. The policies would however be subject to all	
		limits, sub limits, co-payments, deductibles as per the policy	
		contract.	
13.	Your Obligations	Please disclose all pre-existing disease/s or condition/s before	
		buying a policy. Non-disclosure may result in claim not being paid and termination of Your policy.	