

**my: Credit - Personal Accident (Group) Policy**

**Introduction**

HDFC ERGO General Insurance Company Limited takes pleasure in offering an Insurance product which offers protection to all Individuals obtaining loans from Financial Institutes.

The salient features of the product and price are briefly stated hereunder. For further details on definitions, coverage, exclusions and conditions, please refer to my: Credit - Personal Accident (Group) – Policy Wording.

**Covers under the Policy**

**Section A – Coverage**

**1. Credit Shield**

We will pay the Sum Insured, as specified in the Policy Schedule/ Certificate of Insurance, if during Period of Insurance, Insured Person sustains Injury due to Accident which shall within twelve (12) months of its occurrence be the sole and direct cause of:

- I) Death
- II) Permanent Total Disability as specified in table below.

Sr. No.	Permanent Total Disability	% of Sum Insured
1	Loss of sight on both eyes	100
2	Loss of both hands	100
3	Loss of both feet	100
4	Loss of one hand and one foot	100
5	Loss of one eye one hand	100
6	Loss of one eye one foot	100
7	Other total permanent total disability	100

The coverage under this section is applicable until policy expiry or loan closure date, whichever is earlier

**2. Accident Shield**

We will pay the Sum Insured, as specified in the Policy Schedule/ Certificate of Insurance, if during Period of Insurance, Insured Person sustains Injury due to Accident which shall within twelve months of its occurrence be the sole and direct cause of Death

**2.2 Optional Covers**

**a) Permanent Total Disability**

We will pay the Sum Insured, as specified in the Policy Schedule/ Certificate of Insurance, if during Period of Insurance, Insured Person sustains Injury due to Accident which shall within twelve months of its occurrence be the sole and direct cause of Permanent Total Disability as per Table below.

Sr. No.	Permanent Total Disability	% of Sum Insured
1	Loss of sight on both eyes	100
2	Loss of both hands	100
3	Loss of both feet	100
4	Loss of one hand and one foot	100
5	Loss of one eye one hand	100
6	Loss of one eye one foot	100
7	Other total permanent total disability	100

**b) Permanent Partial Disability**

We will pay the percentage of Sum Insured as specified in table below, if

during Period of Insurance, Insured Person sustains Injury due to Accident which shall within twelve months of its occurrence be the sole and direct cause of Permanent Partial Disability.

Table – Permanent Partial Disability	
Permanent Partial Disability of	%of Sum Insured
An arm at the shoulder joint	70
An arm above the elbow joint	65
An arm beneath the elbow joint	60
A hand at the wrist	55
A thumb	20
An index finger	10
Any other finger	5
A leg above mid-thigh	70
A leg upto mid-thigh	60
A leg upto beneath the knee	50
A leg upto mid-calf	45
A foot at the ankle	40
A large toe	5
Any other toe	2
Any eye	50
Hearing loss on one ear	30
Hearing loss on both ears	75
Sense of smell	10
Sense of taste	5

**Section B – my: Health Active**

The services listed below are available to all Insured Person through Our Network Provider on Our HDFC ERGO Mobile App only.

**i. Health Coach:**

An Insured Person will have access to Health Coaching services in areas as given below:

- Disease management
- Activity and fitness
- Nutrition
- Weight management.

These services will be available through Our HDFC ERGO Mobile App as a chat service or as a call back facility.

**ii. Wellness services**

- **Discounts:** on OPD, Pharmaceuticals, pharmacy, diagnostic centers.
- **Customer Engagement:** Monthly newsletters, Diet consultation, health tips
- **Specialized programs:** stress management, Pregnancy Care, Work life balance management.

Disclaimer applicable to HDFC ERGO Mobile App and associated services

It is agreed and understood that Our HDFC ERGO Mobile App and Wellness services are not providing and shall not be deemed to be providing any Medical Advice, they shall only provide a suggestion

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for the Insured Person's consideration and it is the Insured Person's sole and absolute choice to follow the suggestion for any health related advice. We do not assume any liability towards any loss or damage arising out of or in relation to any opinion, actual or alleged errors, omissions and representations suggested under this benefit.

**Exclusions Applicable**

We will not make any payment for any claim in respect of any Insured Person caused by, arising from or attributable to any of the following

- i. The abuse or the consequences of the abuse of tobacco, intoxicants or hallucinogenic substances including all forms of narcotic drugs and alcohol, including smoking cessation programs and the treatment of nicotine addiction or alcohol addiction programs, any other substance abuse treatment or services, or supplies, unless prescribed by a Medical Practitioner.
- ii. War or any act of war, invasion, act of foreign enemy (whether war be declared or not or caused during service in the armed forces of any country), civil war, public defence, rebellion, revolution, insurrection, military or usurped acts, nuclear weapons/materials, chemical and biological weapons, radiation of any kind
- iii. Whilst engaging in aviation or ballooning, whilst mounting into, dismounting from or travelling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world.
- iv. Any loss suffered by the Insured on account of his participation as the driver, co-driver or passenger during motor racing or trial runs or rallies using a motorized vehicle or bicycle
- v. Loss or damage caused by or arising from or in consequence of or contributed to nuclear weapons material by or arising from or in consequence of or contributed to by ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel (including any self-sustaining process of nuclear fission).
- vi. Any Insured Person committing or attempting to commit a breach of law with criminal intent, or intentional self-injury or attempted suicide or suicide.
- vii. From participation in adventure sports

<b>Policy Type</b>	Individual Sum Insured Basis Only
<b>Age Limit (Age last Birthday as at Policy Inception date)</b>	Minimum Entry Age – 16 Years Maximum Entry Age – Lifetime
<b>Basis of Sum Insured</b>	Principal Outstanding Fixed Sum Insured
<b>Sum Insured</b>	Minimum Policy Sum Insured Rs. 1,000 Maximum Policy Sum Insured: Rs.5 Crores
<b>Basis of Payment</b>	Benefit
<b>Policy Duration</b>	Loan Tenure or five years whichever is lower

**Claims Process**

On the occurrence of any Insured Event that may give rise to a Claim under this Policy, the Claims Procedure set out below shall be followed.

<b>Claim Intimation</b>	You shall intimate the Claims to us through any available mode of communication as specified in the Policy, Health Card or our Website
<b>Claim Intimation Timelines</b>	Within 14 days of the event
<b>Category of Cover</b>	Indemnity

<b>Particulars to be provided to Us for Claim notification</b>	1. Policy Number, 2. Name of the Insured Person(s) named in the PolicySchedule availing treatment, 3. Nature of injury, 4. Name and address of the attending Medical Practitioner/Hospital 5. Date and time of event if applicable 6. Date of admission if applicable
<b>Claims documents for Credit Shield (Accidental Death) / Accident Shield (Accidental Death)</b>	1. Duly Completed Claim Form signed by Nominee/ legal heir of the Insured Person 2. Copy of address proof (Ration card or electricity bill copy). 3. Attested copy of Death Certificate. 4. Burial Certificate (wherever applicable). 5. Attested copy of Statement of Witness, if any lodged with police authorities. 6. Attested copy of FIR / Panchanama / Inquest Panchanama. 7. Attested copy of Post Mortem Report (only if conducted). 8. Attested copy of Viscera report if any(Only if Post Mortem is conducted). 9. NEFT details & cancelled cheque of the Insured Person 10. Principal Outstanding Statement from Financial Institution
<b>Claims documents for Credit Shield (Permanent Total Disability) / Accident Shield- Permanent Total Disability / Permanent Partial Disability</b>	1. Duly Completed Claim Form signed by Insured Person. 2. Attested copy of disability Certificate from Civil Surgeon of Government Hospital stating percentage of disability. 3. Attested copy of FIR. (If any) 4. All X-Ray / Investigation reports and films supporting to disability. 5. NEFT details & cancelled cheque of Insured Person. 6. Principal Outstanding Statement from Financial Institution
<b>Claims documents submission</b>	In case of any Claim for the Insured Events, the list of documents as mentioned above shall be provided by the Policy Holder/ Insured Person, immediately but not later than 30 days of date of occurrence of an Insured Event, at own expense to avail the Claim
<b>Condonation of delay</b>	If the claim is not notified/ or submitted to Us within the specified time limits, then We shall be provided the reasons for the delay in writing. We will condone such delay on merits where the delay has been proved to be for reasons beyond the claimant's control

**General Conditions**

**1) 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 and the premium paid shall be forfeited.

Any amount already paid against claims made under this Policy but which are found fraudulent later shall be repaid by all recipient(s)/ policyholder(s), who have made that particular claim, who shall be jointly and severally liable for such repayment to the Insurer.

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For the purpose of this clause, the expression “fraud” means any of the following acts committed by the Insured Person or by his agent or the hospital/doctor/any other party acting on behalf of the Insured Person, 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

The Company shall not repudiate the claim and / or forfeit the Policy benefits 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 misstatement of or suppression of material fact are within the knowledge of the Insurer.

**2) Complete Discharge**

Any payment to the Policyholder, Insured Person or his/ her nominees or his/ her legal representative or assignee or to the Hospital, as the case may be, for any benefit under the Policy shall be a valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

**3) Condition Precedent to Admission of Liability**

The terms and conditions of the Policy must be fulfilled by the Insured Person for the Company to make any payment for claim(s) arising under the Policy.

**4) Disclosure of Information**

The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis description or non-disclosure of any material fact by the policyholder.

**5) 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.

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

- 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.

**6) 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

**7) 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.

For Detailed Guidelines on Portability, kindly refer the link [https://www.irdai.gov.in/ADMINCMS/cms/frmGuidelines\\_Layout.aspx?page=PageNo3987](https://www.irdai.gov.in/ADMINCMS/cms/frmGuidelines_Layout.aspx?page=PageNo3987)

**8) Geography**

The cover is operative on worldwide basis.

**9) Non Disclosure or Misrepresentation**

- i. If at the time of issuance of Policy or during continuation of the Policy, the information provided to Us in the proposal form or otherwise, by You or the Insured Person or anyone acting on behalf of You or an Insured Person is found to be incorrect, incomplete, suppressed or not disclosed, willfully or otherwise, the Policy shall be:
  - i. cancelled ab initio from the inception date or the Renewal date (as the case may be), or the Policy may be modified by Us, at Our sole discretion, upon 30 day notice by sending an endorsement to Your address shown in the Schedule and
  - ii. the claim under such Policy if any, shall be rejected/repudiated forthwith.
  - ii. We may also exercise any of the below listed options for the purpose of continuing the health insurance coverage in case of Non-Disclosure/Misrepresentation of Pre-existing diseases subject to your prior consent;
    - a) Permanently exclude the disease/condition and continue with the Policy
    - b) Incorporate additional waiting period of not exceeding 4 years for the said undisclosed disease or condition from the date the non-disclosed condition was detected and continue with the Policy.
    - c) Levy underwriting loading from the first year of issuance of policy or renewal, whichever is later.

The above options will not prejudice the rights of the Company to invoke cancellation under clause i above.

**10) Grace Period**

- i. A grace period of 30 days for Renewals is permissible and the Policy will be considered as continuous for the purpose of all waiting periods. However, any treatment availed for an injury contracted during the grace period will not be admissible under the Policy.
- ii. For Renewal received after completion of 30 days grace period, the policy would be considered as a fresh policy.
- iii. For Policies on instalment basis, Grace Period is available as given below.

Installment Premium Option	Grace Period applicable
Yearly	30 days
Half Yearly	30 days
Quarterly	30 days
Monthly	15 days

**11) Premium Payment in Instalments**

If the Insured Person has opted for Payment of Premium on an

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installment basis i.e. Yearly, Half Yearly, Quarterly or Monthly, as mentioned in the Policy Schedule, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the Policy)

- i. Grace Period as mentioned in the table below would be given to pay the installment premium due for the Policy.

Options	Installment Premium Option	Grace Period applicable
Option 1	Yearly	30 days
Option 2	Half Yearly	30 days
Option 3	Quarterly	30 days
Option 4	Monthly	15 days

- i. During such Grace Period, coverage will not be available from the due date of installment premium till the date of receipt of premium by Company.
- ii. The Insured Person will get the accrued continuity benefit in respect of the "Waiting Periods", "Specific Waiting Periods" in the event of payment of premium within the stipulated Grace Period.
- iii. No interest will be charged if the installment premium is not paid on due date.
- iv. In case of installment premium due not received within the Grace Period, the Policy will get cancelled.
- v. In the event of a claim, all subsequent premium installments shall immediately become due and payable.
- vi. The Company has the right to recover and deduct all the pending installments from the claim amount due under the policy.

**Installment Premium payment through Auto Debit/ECS Facility**

- i. If Option of Premium payment by Installment is opted through auto Debit/ECS facility, a separate authorization form shall be submitted by Insured Person where Premium to be debited at a chosen frequency will be mentioned upfront
- ii. Where there is a change either in the terms and conditions of the Coverage or Policy or in the premium rate, the ECS authorization shall be obtained afresh
- iii. The Insured Person has the option to withdraw from the ECS mode at least fifteen days prior to the due date of instalment premium payable
- iv. No additional charges will be levied or recovered in any manner from the benefits payable towards cancellation of the ECS mode

**12) Renewal**

- i. The Company shall be under no obligation to renew the policy on expiry of the period for which premium has been paid. The Company reserves the right to offer revised rates, terms and conditions at renewal based on claim experience and a fresh assessment of the risk. This policy may be renewed only by mutual consent and subject to payment in advance of the total premium at the rate in force at the time of renewal. The Company, however, shall not be bound to give notice that the policy is due for renewal or to accept any renewal premium. Unless renewed as herein provided, this policy shall automatically terminate at the expiry of the Policy Period/ Coverage Period.

**13) Cancellation**

- i. The Policyholder may cancel this policy by giving 15days' written notice and in such an event, the Company shall refund premium for the unexpired policy period as detailed below.

For Policies where instalment option is not availed and no claim has been made under the Policy, We will refund premium in accordance with the table below:

Month	1 Year	2 Year	3 Year	4 Year	5 Year
Up to 1 month	86.7%	92.5%	95.0%	95.0%	95.0%
Up to 3 month	70.0%	85.0%	90.0%	95.0%	95.0%
Up to 6 month	45.0%	75.0%	80.0%	85.0%	90.0%
Up to 12 month	0.0%	50.0%	65.0%	75.0%	80.0%
Up to 15 month	NA	35.0%	55.0%	70.0%	75.0%
Up to 18 month	NA	25.0%	50.0%	60.0%	70.0%
Up to 24 month	NA	0.0%	35.0%	50.0%	60.0%
Up to 27 month	NA	NA	25.0%	45.0%	55.0%
Up to 30 month	NA	NA	15.0%	37.5%	50.0%
Up to 36 month	NA	NA	0.0%	25.0%	40.0%
Up to 39 month	NA	NA	NA	20.0%	35.0%
Up to 42 month	NA	NA	NA	12.5%	30.0%
Up to 48 month	NA	NA	NA	0.0%	20.0%
Up to 51 month	NA	NA	NA	NA	15.0%
Up to 54 month	NA	NA	NA	NA	10.0%
Up to 60 month	NA	NA	NA	NA	0.0%

For Policies where Premium is paid by instalment, additional conditions as given below will be applicable.

- When yearly payment option is chosen, cancellation grid as per 1-Year Tenure policies will be applicable
  - For all other options, 50% of current instalment premium will be refunded when the current period is less than 6 months in to the policy year. For instalment after 6 months, no refund will be payable.
  - In case of admissible claim under the Policy, future instalments for the current policy year will be adjusted in the claim amount and no refund of any premium will be applicable during policy year
- 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 the Insured Person under the Policy.
- ii. The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 30 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

**14) Endorsements**

The following endorsements are permissible during the Coverage Period:

**1.1. Non-Financial Endorsements – which do not affect the premium**

- Minor rectification/correction in name of the Insured Person (and not the complete name change)
- Rectification in gender of the Insured Person (if this does not impact the premium)
- Rectification of date of birth of the Insured Person (if this does not impact the premium)
- Change in the correspondence address of the Proposer(if this does not impact the premium)
- Change in Nominee Details
- Change in bank details
- Any other non-financial endorsement



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#### 1.2. Financial Endorsements – which result in alteration in premium

- i. Any other financial endorsement
11. Possibility of Revision of terms of the Policy including the Premium Rates

The Company, with prior approval of IRDAI, 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 effected.

#### 15) Withdrawal of Policy

- i. In the likelihood of this product being withdrawn in future, the Company will intimate the Insured Person about the same 90 days prior to expiry of the policy.
- ii. Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as Cumulative Bonus, waiver of waiting period as per IRDAI guidelines, provided the policy has been maintained without a break.

#### 16) Claim Settlement (Provision of Penal Interest)

- i. If there are any deficiencies in the necessary claim documents which are not met or are partially met, We will send a maximum of 3 (three) reminders following which We will send a closure letter or make a part-payment if We have not received the deficiency documents after 45 days from the date of the initial request for such documents
- ii. The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- iii. 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.
- iv. 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.
- v. 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.
- vi. If We, for any reason decide to reject the claim the reasons regarding the rejection shall be communicated to You in writing within 30 days of the receipt of documents.
- vii. If requested by Us and at Our cost, the Insured Person must submit to medical examination by Our Medical Practitioner as often as We consider reasonable and necessary and We/Our representatives must be permitted to inspect the medical and Hospitalization records pertaining to the treatment of Insured Person and to investigate the circumstances pertaining to the claim.
- viii. We and Our representatives must be given all reasonable co-operation in investigating the claim in order to assess Our liability and quantum in respect of the claim

#### 17) Nomination:

The Policyholder is required at the inception of the Policy to make a nomination for the purpose of payment of claims under the Policy in the event of death of the Policyholder. Any change of nomination shall be communicated to the Company in writing and such change shall be effective only when an endorsement on the Policy is made. In the event of death of the Policyholder, the Company will pay the nominee {as named in the Policy Schedule/Policy Certificate/Endorsement (if any)} and in case there is no subsisting nominee, to the legal heirs or legal representatives of the Policyholder whose discharge shall be treated as full and final discharge of its liability under the Policy.

#### 18) Contact Us

	Within India	Outside India
Claim Intimation:	Service No. 022-62346234 / 0120-62346234 Email:healthclaims@hdfcergo.com	Toll Free No: 800 08250825 Global Toll Free No : +800 08250825 (accessible from locations outside India only) Landline no (Chargeable) : 0120-4507250 Email: travelclaims@hdfcergo.com
Claim document submission at address	HDFC ERGO General Insurance Co. Ltd. Stellar IT Park, Tower-1 5th Floor, C - 25, Sector 62 Noida - 0120 398 8360	HDFC ERGO General Insurance Co. Ltd. Stellar IT Park, Tower-1 5th Floor, C - 25, Sector 62 Noida - 0120 398 8360

#### Section 41 of Insurance Act 1938 (Prohibition of Rebates):

1. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take 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 prospectus or tables of the insurers.
2. Any person making default in complying with the provision of this section shall be punishable with fine which may extend to Ten Lakh Rupees.

**IRDAI Regulation no 12-** This policy is subject to regulation 12 of IRDAI (Protection of Policyholder's Interests) Regulation

**DISCLAIMER:** THE ABOVE IS DESCRIPTIVE ONLY. THE ACTUAL TERMS AND CONDITIONS CAN BE FOUND IN THE POLICY DOCUMENT. INSURED'S ARE ADVISED TO READ THE POLICY DOCUMENT COMPLETELY FOR A FULL DESCRIPTION OF THE TERMS AND CONDITIONS OF COVERAGE AND THE EXCLUSIONS RELATING THERETO.

Note: Policy Term and Conditions & Premium rates are subject to change with prior approval from IRDAI.

#### Premium Rates

Policy Tenure (months)		Gross Rate*			
From	To	Credit Shield	Accident Shield	Permanent Total Disability (Optional)	Permanent Partial Disability (Optional)
0	6	0.024%	0.015%	0.006%	0.014%
7	12	0.043%	0.026%	0.010%	0.024%
13	18	0.062%	0.037%	0.015%	0.035%
19	24	0.078%	0.047%	0.019%	0.044%
25	30	0.095%	0.057%	0.023%	0.053%
31	36	0.110%	0.066%	0.026%	0.062%
37	42	0.125%	0.075%	0.030%	0.070%
43	48	0.138%	0.083%	0.033%	0.078%
49	54	0.151%	0.091%	0.036%	0.084%
55	60	0.162%	0.097%	0.039%	0.091%

\*Premium rates are exclusive of GST