

## HDFC ERGO Health Insurance is now HDFC ERGO General Insurance



*Take it easy!*

### HEGI Customer FAQs – Merger of HDFC ERGO Health Insurance Limited (HDFC ERGO Health) with HDFC ERGO General Insurance Company Limited (HDFC ERGO)

#### 1. Tell me about the transaction.

- This has been a two stage transaction –
  - Stage 1: Acquisition of ~51% stake in Apollo Munich Health Insurance Company Ltd (Apollo Munich) by HDFC Limited – the acquisition was completed in January 2020 and the name of the company was changed to HDFC ERGO Health Insurance Limited. In the post-acquisition and pre-merger phase, both entities (HDFC ERGO Health and HDFC ERGO) were operating as independent legal entities.
  - Stage 2: Merger of HDFC ERGO Health with HDFC ERGO General Insurance – the merger was concluded on November 13, 2020 after receipt of necessary approvals from The National Company Law Tribunal (NCLT) and the Insurance Regulatory and Development Authority of India (IRDAI). The merged entity is HDFC ERGO General Insurance Company Limited (HDFC ERGO).

#### 2. Whether all requisite approvals have been taken for this transaction?

Yes, all requisite approvals for the transaction have been received.

The approvals for stage 1, i.e. acquisition, had been received from Competition Commission of India (CCI), Reserve Bank of India and IRDAI.

The approvals for stage 2, i.e. merger, have been received from all stakeholders including National Company Law Tribunal (NCLT) and IRDAI.

#### 3. How will the transaction benefit me as a customer?

The merger benefits you in the following ways:

- Access to the combined health insurance offerings of HDFC ERGO Health & HDFC ERGO General Insurance. You continue to enjoy access to the cashless network of 10,000+ hospitals – one of the largest networks in the country.
- Access to the enhanced geographical reach of the merged entity of 203 branch offices and 250+ digital offices resulting in a wider footprint across the country

For details on our products, offices, cashless network of hospitals / garages and digital capabilities, kindly visit our website [www.hdfcergo.com](http://www.hdfcergo.com).

At the same time:

- Your policy terms & conditions continue to remain the same as detailed in existing policy document
- All our existing processes remain unchanged
- There are no changes to your existing touch-points

#### 4. What about the advisor servicing my policy? Will that change?

There will be no change in the advisor servicing your policy during the policy period.

#### 5. Would there be any change in the terms and conditions of my policy?

There are no changes in the existing policy terms & conditions and you will continue enjoying the benefits of the policy as detailed in your Policy document.

#### 6. How do I purchase a health insurance policy offered by erstwhile HDFC ERGO Health Insurance?

You can purchase any product of the merged entity, including health insurance products of erstwhile HDFC ERGO Health Insurance, from our existing channel partners or from our website [www.hdfcergo.com](http://www.hdfcergo.com).

#### 7. I wish to cancel my policy on account of this merger. Will I be eligible for refund of pro-rata premium?

Yes. In case you cancel your policy on account of the merger, you would be eligible for refund of premium on a pro-rata basis, subject to applicable law.

#### 8. Will the existing branch(es) of HDFC ERGO General Insurance in my city be closed or continued as is?

The merged entity has maintained its geographic presence across all cities where either of the entities were present earlier. In certain cases, certain branches have been merged or relocated as informed to you from time to time. Kindly visit our website [www.hdfcergo.com](http://www.hdfcergo.com) for the details of our branch network.