

HDFC ERGO COVID-19 Assistance

During this difficult time, HDFC ERGO supports 'Stay Home, Stay Safe' initiative to fight against COVID-19 crisis.

We understand your needs; hence we at HDFC ERGO are doing our best to ensure that we continue to fulfil your needs with our commitment to serve you the best. During these trying times, we are working from home to ensure your queries are resolved and you don't face hassle while processing claims, buying policies or for raising any service-related requests.

We urge you to use our digital modes for any service request for your existing policy or for buying any new policy as much as possible.

Here's a list of useful online links for all your service needs:

- ✓ Policy Copy / 80 D tax certificate - <https://bit.ly/3do8l6g>
- ✓ Renewal of Your Policy - <https://bit.ly/33BLQf1>
- ✓ Claim Registration : Motor/health - <https://bit.ly/3dnRZQe>
- ✓ Claim Status and Pending Document submission - <https://bit.ly/33G65bc>
- ✓ Cashless Hospitals - <https://bit.ly/3bjPQ6l>
- ✓ Cashless Garage - <https://bit.ly/2Uc8FTb>
- ✓ Make Changes in Policy - <https://bit.ly/3blCHdc>
- ✓ Know About Your coverage /Policy Details - <https://bit.ly/3blSZTg>

To avail host of services visit "Help" section on our website or visit : <http://hegi.co/GaGvlzeV> to access "Help" option

Our helpline numbers

Should you have any additional assistance we are just a call away. Below are our helpline numbers in the time you need us:

- **For any assistance related to COVID-19 claims, policy renewal/changes** call us at **022 6234 6234 / 0120 6234 6234**
- **For agents related assistance** we request our agents to get in touch with the area sales manager.
- **For new policy buying assistance** reach us at **1800 2666 400**

In case your queries are still not resolved or not happy with the resolution please feel free to call us at **+91 – 7208092832** or write us at grievance@hdfcergo.com

Frequently asked questions

1. Is Corona Virus related treatment covered in my HDFC ERGO policy?

Ans: We cover hospitalisation expenses due to Corona Virus (COVID-19) under our health insurance products listed below:

- Health Suraksha,
- my:health surakha
- Group Mediclaim health policies.

2. What will be the admissibility criteria for customers?

Ans: Admissibility criteria will be defined by medical management protocols for treatment, evaluation and quarantine suggested by Government along with the terms and conditions of the Health Insurance Product.

3. Is Quarantine/ Isolation covered in the policy?

Ans: Quarantine is covered if associated with treatment in a registered medical facility as per the terms and conditions of the Health Insurance Product. Quarantine just for isolation without any treatment is not covered.

4. Will the test for COVID-19 be covered in the policy?

Ans: When there is hospitalization for the treatment of COVID-19, confirmatory test will be covered as part of hospitalization and pre/post hospitalization claim.

5. How customer can file a claim?

Ans: Customer can take cashless in a network hospital while hospitalized or can file for reimbursement after discharge from the Hospital.

6. Is domiciliary treatment covered?

Ans: Domiciliary treatment is not covered for COVID-19.