

CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY

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

Please Note: This Customer Information Sheet provides information available under this Product. Kindly refer to the Policy Schedule/COI to know exact details of coverage opted by You.

| SI No | Title | Description | Policy Clause Number |
|-------|-----------------------------------|---|----------------------|
| 1 | Name of Insurance Product/ Policy | Digit On The Move Group Policy UIN-GODTGOP18045V011718 | |
| 2 | Policy number | As per the Policy Schedule | |
| 3 | Type of Insurance Product/ Policy | On Indemnity Basis: Missed Connection Trip Abandonment Emergency Medical Treatment and Evacuation Emergency Accidental Treatment and Evacuation Emergency Dental Treatment Adventure Sports Waiver of Pre-existing Disease Personal Liability & Bail Bond All Risk Cancellation Charges Loss of Passport Bounced Bookings Emergency Trip Extension Compassionate Family Visit Loss of Baggage and Personal Belongings Escort of minor child Home Building and Contents Study Interruption Accident of the Sponsor Financial emergency cash On Benefit Basis: Delay of Checked-in Baggage | Coverage |

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|---|---|--|---------------------|
| | | <p>Total Loss of Checked-in Baggage Daily Cash Allowance Personal Accident Accidental Death & Disability (Common Carrier)</p> <p>On Indemnity and Benefit Basis Loss of Passport Adventure Sports Waiver of Pre-existing Disease</p> | |
| 4 | Sum Insured (Basis) (Along with amount) | <p>This product can be on “Individual Sum Insured” as well as on “Floater Sum Insured” basis. Please refer Your Policy Schedule to know the Sum Insured basis applicable to Your Policy.</p> <ul style="list-style-type: none"> • Individual Sum Insured -Where each member has a separate sum insured under the policy), • Floater Sum Insured-Where all members under the policy have a single sum insured limit which may be utilised by any or all members. <p>Sum Insured Amount available under Your policy will be as per amount mentioned in Your Policy Schedule.</p> | NA |
| 5 | Policy Coverage (What am I covered for?) (Policy Clause Number/s) | <p><u>Common Carrier Delay</u> We will pay the Sum Insured If your common carrier’s actual departure time is delayed by more than the duration (as specified in your policy) from the scheduled departure time, for any of the following reasons.</p> <ol style="list-style-type: none"> a. Delay of a Scheduled Common Carrier caused by Inclement Weather. b. Delay due to a sudden Strike or any other action by employees of the Common Carrier. c. Delay caused by equipment failure of the Common Carrier. d. Delay caused by operational problem at the Common Carrier end like crew/staff scheduling issues. <p>Cancellation or rescheduling of flights done at the instance of the Common carrier that causes delay.</p> <p><u>Delay of Checked-in Baggage</u> If your Checked-In Baggage is temporarily lost during the trip (not on return to origin city of your trip) and you are without it for more than the duration specified in the policy schedule from the expected time of delivery by the common carrier, we will pay the Sum Insured shown on your policy schedule for replacement of essential items.</p> <p><u>Total Loss of Checked-in Baggage</u></p> | C. Benefits covered |

If Your checked-in baggage is lost permanently at the final destination of your journey or en-route involving multi destinations within the airport premises while in custody of common carrier, then We will pay the pro-rata Sum Insured as mentioned in the Policy Schedule against this Cover.

Missed Connection

We will pay for reasonable extra accommodation and travel costs you must pay to reach the next destination shown on your ticket/itinerary if, you missed a pre-booked onward connection as a direct result of the scheduled common carrier (on which you were booked to travel) not running on its published timetable due to the following reasons:

- a. Delay of a scheduled Common Carrier caused by Inclement Weather.**
- b. Delay due to a sudden strike or any other action by employees of the scheduled Common Carrier.**
- c. Delay caused by Equipment Failure of the scheduled Common Carrier.**
- d. Cancellation or rescheduling of Common Carrier done at the instance of the common carrier that causes delay.**
- e. Delay caused if the Scheduled Common Carrier is taken out of service due to technical reasons on the instructions of the competent Authority**

Delay caused by operational problem at the Common Carrier end like crew/staff scheduling issues.

Trip Abandonment

If you have to unavoidably abandon your trip and return home early or partially abandon part of your scheduled trip, we will pay up to the limits shown on your policy schedule for:

- additional travel costs (in the same class as original booking) (if you cannot use your return ticket); and/or**
- accommodation costs (of a similar standard you had booked for your trip); and/or**
- unused accommodation costs that each insured person has paid and cannot get back (including excursions and planned events),**

if any of the following happen after the onset of your trip:

- 1. You are seriously injured, fall ill, are quarantined leading to emergency hospitalization or die.**
- 2. One of the following people is seriously injured, falls seriously ill leading to emergency hospitalization or dies:**
 - a. an immediate family member; or**
 - b. a travelling companion.**
- 3. You are unable to continue your travel due to fire, storm or any other natural disaster / calamity.**

4. Loss of Passport in case of international travel only.
5. The common carrier which you boarded as a passenger is hijacked.
6. Advisory issued by government not to travel, compulsory quarantine or prevention of travel by government.
7. Due to unexpected strike, riot or Civil commotion at place of visit other than your hometown which leads to the abandonment of the trip.

Emergency Medical Treatment and Evacuation

If you fall ill during your trip and require immediate medical treatment resulting in hospitalization in order to save your life or to give you immediate relief from an acute pain, we will cover for the reasonable and customary charges you incur up to the Sum Insured (for OPD treatment, it will be limited to 10% of the cover Sum Insured) as shown on your policy schedule for:

| | |
|----------------------------|--|
| Emergency Treatment | Emergency medical treatment (including rescue services to take you to hospital) outside of your home territory; |
| Associated Expenses | <ol style="list-style-type: none"> A. Hospital room and board charges. B. Use of operating room/emergency room. C. Ambulatory medical center. D. Physician fees. E. Laboratory tests. F. Prescribed medicines or drugs. G. therapeutics, anaesthetics, transfusions. H. x-rays, prosthetic appliances, charges for a registered nurse. I. the cost of burying or cremating you in the country where you die. J. the cost of getting you home (origin city of the insured trip), if it is medically necessary because you fall seriously ill during your trip and you cannot use your return ticket |
| Repatriation | Repatriation of mortal remains to your place of residence (origin city of the trip), in case of death. |

Emergency Accidental Treatment and Evacuation

If you are accidentally injured during your trip, and require immediate medical treatment resulting in hospitalisation in order to save life or to give you immediate relief from an acute pain, we will cover for the reasonable and customary charges you incur up to the Sum Insured (for OPD treatment, it will be limited to 10% of the cover Sum Insured) as shown on your policy schedule for:

| | |
|----------------------------|--|
| Emergency Treatment | Emergency medical treatment (including rescue services to take you to hospital) outside of your home territory; |
| Associated Expenses | <ul style="list-style-type: none"> a. Hospital room and board charges. b. Use of operating room/emergency room. c. Ambulatory medical center. d. Physician fees. e. Laboratory tests. f. Prescribed medicines or drugs. g. therapeutics, anaesthetics, transfusions. h. x-rays, prosthetic appliances, charges for a registered nurse. i. the cost of burying or cremating you in the country where you die. j. the cost of getting you home (origin city of the insured trip), if it is medically necessary because you fall seriously ill during your trip and you cannot use your return ticket |
| Repatriation | Repatriation of mortal remains to your place of residence (origin city of the trip), in case of death. |

Daily Cash Allowance

If you are hospitalized in a hospital as an in-patient for more than the time excess due to an accidental injury or for an emergency medical treatment, we will pay you the daily benefit Upto a maximum number of days as stated in the policy schedule.

Emergency Dental Treatment

If you encounter acute pain or meet with an accidental injury to your natural teeth on the trip, resulting in emergency dental treatment provided by a medical practitioner qualified in practicing dentistry and / or dental surgery, we will cover for the reasonable and customary charges you incur up to the limits shown on your policy schedule.

Personal Accident

We will pay you, up to the limits shown on your policy schedule, if you suffer an accidental bodily injury during your trip which requires urgent and immediate medical attention that leads solely, directly and independently to your:

1. Death
2. Permanent Total Disability
3. Permanent Partial Disability

Accidental Death & Disability (Common Carrier)

We will pay you, up to the limits shown on your policy schedule, if you suffer an accidental bodily injury during your trip while riding as a fare paying passenger in or on a common carrier or boarding or alighting from a common carrier which requires urgent and immediate medical attention that leads solely, directly and independently to your:

1. Death
2. Permanent Total Disability
3. Permanent Partial Disability

Adventure Sports

By selecting this Cover, participation in Hazardous Activities will be included in the cover that you have opted for (all or any of the following), provided you participate in a non-professional capacity and under the supervision of a trained professional:

- Personal Accident
- Emergency Medical Treatment and Evacuation
- Emergency Accidental Treatment and Evacuation
- Daily Cash Allowance
- Emergency Dental Treatment
- Personal Liability and Bail Bond

Waiver of Pre-existing Disease

By selecting this Cover, coverage for Pre-existing diseases will be included in the cover that you have opted for (all or any of the following):

- Emergency Medical Treatment and Evacuation
- Emergency Accidental Treatment and Evacuation
- Daily Cash Allowance
- Emergency Dental Treatment

Above coverage is only available in case of Emergency subject to sub-limits (as a % of respective coverage's Sum insured) as shown in the policy schedule Sub-Limit Options (as a % of SI): 5% / 10% / 15% / 25% / 50% / 75% / 100%.

Personal Liability & Bail Bond

We will indemnify you up to the limits shown in your policy schedule for:

- 1. any money that you legally have to pay to any third party in your private capacity that relates to an accident occurring during your trip anytime during the Policy Period for which claims shall be made on You by the third parties during Policy Period or within 45 days from the Policy Period end date, due to negligence on your part which causes:
 - a. death or physical injury to any person;**
 - b. loss or damage to property;**
 - c. loss or damage to temporary holiday accommodation which is not owned by you.****
- 2. We will also pay legal costs and expenses incurred by you in relation to the accident. You must obtain our consent in writing before incurring any cost or expense..**
- 3. Any Bail bond you may have to furnish in the court of law for your immediate release before the hearing date.**

All Risk Cancellation Charges

We will cover your non-refundable pre-paid or contracted to be paid portion of the booking amount up to the limits shown in your policy schedule; when you have to cancel the booked tickets in the unexpected or unforeseen event beyond your control.

Loss of Passport

We will pay/reimburse the following expenses up to the limits shown on your policy schedule if your passport or visa is lost, stolen or damaged while you are outside of India and this would prevent you from leaving the country or continuing your trip.

- 1. The prescribed fee payable to the concerned authorities at the place of loss for issue of an emergency certificate for You to proceed with Your continuance of journey and/or return journey to Your country of residence.**
- 2. A fixed sum of USD 50 towards any and all incidental expenses that might be incurred by the Insured in connection with obtaining the emergency certificate.**
- 3. Prescribed application fee payable to the concerned authorities in the Country of Residence for issue of a duplicate passport, provided that, the entire sum in relation to obtaining a duplicate passport in the Country of Residence of the Insured shall be paid in local currency of the Country of Residence of the Insured.**

Bounced bookings

We will reimburse you up to the Sum Insured shown in your policy schedule in the unexpected event of Accommodation provider, Common Carrier unable to honor your confirmed bookings

(pre-paid or contracted to pay) due to overbooking or any other reason beyond your control for the following:

1. The difference of cost in alternate accommodation or upgradation to a same class or superior class of the booking for the same number of nights or same travel destination that were overbooked (in case similar alternate arrangement is not available on cost of original booking amount).
2. Reasonable cost of transportation expenses to the alternative accommodation in the same city

Emergency Trip Extension

We will reimburse you up to the Sum Insured shown in your schedule in the unexpected event of your departure being delayed than the original scheduled departure date of your return journey either at the port of destination or at any other intermediate ports forming part of the trip within the period of coverage for the below expenses.

- a. The actual additional expenses for lodging and boarding in the same class and type (as originally planned)
- b. Return fare from the port where the trip got extended by the common carrier of the same class and/or type (as originally planned) by the most direct route to the origin city. due to following reasons
 1. Death of the Travelling Companion.
 2. Personal contingencies like emergency Hospitalization necessitated to the Insured or Insured's Traveling Companion due to an unforeseen illness or accidental injury where a Medical Practitioner has recommended hospitalization due to the severity of the medical condition forcing you to extend the Trip
 3. Any natural disaster which destroys Your destination and requiring you to extend the trip.
 4. Lost or stolen passport or travel documents in case of international travel only.
 5. Due to unexpected strike, riot or Civil commotion at the port where the Trip got extended.

Compassionate Family Visit

We will reimburse the cost of visit of one of your immediate family member, to the city where you are hospitalized up to the limits shown in your policy schedule in the unexpected event of you being hospitalized within the period of coverage, for the below expenses:

- a) Actual cost of economy class transportation by the most direct route via a common carrier of one member of Your family / relative / friend from member's city of residence to the port of Insured's hospitalization.
- b) Actual cost of lodging and boarding of the visiting member during the stay.

Above benefit in clause a and b can be availed subject to the following:

- 1. The Hospitalization has been advised by the Medical Practitioner attending You and such Hospitalization is admissible under “Emergency Medical Treatment and Evacuation” or “Emergency Accidental Treatment and Evacuation” cover of this Policy; and**
- 2. The need of such assistance is essential in the opinion of the Medical Practitioner attending You and recommended by him/ her accordingly.**

Loss of baggage and Personal Belongings

We will reimburse you on actuals on declaration of loss of baggage/personal belongings (whilst they are accompanying you) within the period of coverage due to Theft, larceny, robbery or hold up. Reimbursement will be maximum up to the limits shown in your policy schedule.

Escort of Minor Children

We will reimburse the following expenses arising out of visit of one of your immediate family member to escort any accompanying minor child (maximum two), to the city where you are hospitalized up to the limits shown in your policy schedule in the unexpected event of you being hospitalized within the period of coverage, for the below expenses

- a) The actual to and fro cost of the economy class Common carrier ticket using the most direct route for a family member/relative/friend to escort the unattended Minor Children back to their city of Residence.**
- b) Actual cost of the economy class Common Carrier ticket using the most direct route for the Minor Children back to their city of residence less actual/possible refund of the scheduled return ticket of the Minor Children. Provided the hospitalization of Insured occurs not within 3 days of the completion of the trip.**

Above benefit in clause a and b can be availed subject to the following:

- 1. The Hospitalization has been advised by the Medical Practitioner attending You and such Hospitalization is admissible under “Emergency Medical Treatment and Evacuation” or “Emergency Accidental Treatment and Evacuation” cover of this Policy; and**
- 2. The need of such assistance is essential in the opinion of the Medical Practitioner attending You and recommended by him/ her accordingly.**
- 3. Death of the insured Person.**

Home Building and Contents

We will reimburse up to the Sum Insured shown in your Policy Schedule for the actual loss/and or damage to the building and/or Contents of Your residence located at the address mentioned in

the Policy Schedule or reinstate or replace such property or any part thereof within the period of coverage, due to following reasons:

1. Fire, lightening, explosion/implosion, aircraft damage.
2. Riot, strike and malicious damage.
3. Storm, cyclone, typhoon, tempest, hurricane, tornado, flood and inundation.
4. earthquake, impact damage, subsidence and land slide including rock slide, bursting and/or overflowing of water tanks, apparatus and pipes.
5. Missile testing operations, leakage from automatic sprinkler installations, bush fire.
6. Theft or burglary.

Study Interruption

We will reimburse you up to the Sum Insured shown in your policy schedule in the unexpected event of discontinuance of your planned studies for the remaining part of the ongoing semester within the period of coverage for the below expenses

- a) The actual semester fees paid which cannot be refunded by the Educational Institution and you are not able to complete the semester.
- b) Booked Air tickets from the city of residence of the student to the country where Educational Institution is, provided interruption happens when the insured is at his own city of residence.
- c) Return Air-ticket back to insured's city of residence, in case, interruption happens at the city of educational institution

Above benefits in clause a, b and c can be availed subject to the following:

1. You are Hospitalized for more than one consecutive month due to either a covered Injury or sickness or in the case of terminal sickness or in the case of a medical repatriation to India.
2. In case of death or Permanent Total Disability of any one of Your Immediate Family Member or the Sponsor during the policy period.

Accident of the Sponsor

We will cover you up to the limits shown in your policy schedule in the unexpected event of your sponsor (as named in policy schedule) meeting with an accident resulting in his/her death or permanent total disablement during planned studies for the remaining part of the enrolled full-time course within the period of coverage for the below expenses

- a) The unpaid tuition fees of your enrolled full-time study in a registered educational institution outside of your home country.

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| | | <p>b) One time return economy class air-ticket between the city of residence of the student and the country where Educational Institution is to enable the student to be at his/her home in the time of need.</p> <p><u>Financial emergency cash</u> If you have suffered a financial emergency due to the theft, pilferage, robbery or dacoity of your Money in your custody whilst on a trip and are consequently left without any travel funds (including cash, travelers cheque, debit or credit card), then we will pay up to the amount stated in the Policy Schedule to replace the amount of travel funds lost, provided that the loss is reported to the police of the foreign country within 24 hours of loss and a written police report confirming the loss has been submitted to Us. Benefit payment in lieu of cash amount loss shall be limited to the amount stated on the policy schedule</p> <p>Below Covers Cannot be Opted on Standalone Basis:</p> <ul style="list-style-type: none"> • The “Waiver of Pre-existing Disease” Cover can be opted only when “Emergency Medical Treatment and Evacuation / Emergency Accidental Treatment and Evacuation / Daily Cash Allowance/ Emergency Dental Treatment Covers” are opted. • The “Compassionate Family Visit” Cover can be opted only when “Emergency Medical Treatment and Evacuation” or “Emergency Accidental Treatment and Evacuation” Cover is opted. • The “Escort of Minor Child” Cover can be opted only when “Emergency Medical Treatment and Evacuation” or “Emergency Accidental Treatment and Evacuation” Cover is opted. • The “Study Interruption” Cover can be opted only when “Emergency Medical Treatment and Evacuation” and “Emergency Accidental Treatment and Evacuation” and “Personal Accident” Covers are opted. <p>The “Accident of Sponsor” Cover can be opted only when “Personal Accident” Cover is opted.</p> | |
| 6 | Exclusions (what the policy does not cover) | <p>General Exclusions This policy does not cover the following:</p> <p>I. <u>Standard Ones</u></p> <p>1.</p> <p>a. Any claim arising out of war or any act of war, invasion, act of foreign enemy, hostilities (whether declared or not), war like operations (whether war be declared or not or caused during service in the armed forces of any country), civil war, public defense, rebellion,</p> | General Exclusion |

- revolution, insurrection, military or usurped acts, chemical or biological weapons, act of terrorism
- b. Your participation in any naval, military or air force operations whether in the form of military exercises or war games or actual engagement with the enemy, whether foreign or domestic.
2. Claims directly or indirectly caused by:
- a. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or
- b. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of an assembly; or
- c. pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
3. Any claim arising as a result of committing breach of law of the land by You
4. Any consequential loss whatsoever, direct or indirect to You or to any third party which is not specifically defined as scope of coverage under this policy, e.g. we will not pay for loss of earnings if you are unable to return to work due to injury or illness during your trip, or any payment which you would normally have made during your travels.
5. Any claim for your death, injury, exacerbation of a medical condition or disability resulting from;
- a. your suicide or attempted suicide or willfully self-inflicted injury or illness; or
- b. your consumption of alcohol or drugs (other than drugs taken under medical supervision and not for treating alcohol or drug addiction); or
- c. depression
6. Any claim falling within the claim deductible and/or time excess shown in the policy schedule. Claim Deductible and/or time excess shall apply individually and independently of each other for each and every claim
- II. Specific Ones (can't be waived)
7. Any incident which happens after the trip duration limit as shown on your policy schedule (except period of automatic extension).
8. Claims resulting from any tour operator, travel agent, airline or other service provider becoming insolvent and not being able or willing to carry out any part of their duty to you.
9. Any claim resulting from a tropical disease / contagious disease where you have not had the recommended inoculations and /or taken the recommended medication as per the government advisory issued by the country where You are travelling.
10. Any claim for an incident which happens during the trip that results from:

- a. you are riding or being a passenger on a Motorized Two-Wheeler without wearing a crash Helmet;
 - b. you are driving any motorized vehicle, unless you are fully licensed to drive such a vehicle at the destination and/or not following the security and safety measures where this is required by law;
 - c. you are not wearing a seat belt where this is required by law;
 - d. your involvement in manual work or physical labour or hazardous occupation of any kind while you are abroad on tourist visa or visit visa.
 - e. You are flying an aircraft or taking part in other similar aerial activities;
- 11. Any claim for:**
- a. unused travel or accommodation arranged by using air miles, loyalty or points based ownership schemes, timeshares or similar promotions;
 - b. management fees, maintenance costs or exchange fees associated with loyalty or points based ownership schemes, timeshares or similar promotions;
 - c. costs where these are recoverable from your travel and/or accommodation provider;
 - d. the refund of any costs you have paid for on behalf of persons not named on your policy schedule;
- 12. Any claim for refund of any course or tuition fees, project costs, sponsorship fees or similar unless specifically covered for**
- 13. Any claim because you do not feel like travelling, or you are not enjoying your trip.**
- 14. In respect of travel by the Insured to any country against whom the Republic of India has imposed general or special travel restrictions, or any country which has imposed such restrictions against travel by a citizen of the Republic of India to such country**
- 15. For cures of any kind and all stays in long term care institutions (retirement homes, convalescence centers, centers for detoxifications, rehabilitation centers etc.)**
- 16. Any claim for the treatment abroad, where trip was specifically planned for the purpose of availing treatment of an existing medical condition (Medical tourism)**
- III. Specific Ones (can be waived in lieu of additional premium)**
- 17. Any claim for an incident which happens during the trip that results from taking part in any hazardous activities unless specifically covered.**

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| 7 | <p>Waiting period</p> <ul style="list-style-type: none"> • Time period during which specified diseases/ treatments are not covered. • It is counted from the beginning of the policy coverage | <p>N/A</p> | |
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| 8 | <p>Financial limits of coverage</p> <p>I. Sub-limit (It is a pre-defined limit and the insurance company will not pay any amount in excess</p> | <p>Sub – Limit, Co-payment and Deductible as applicable to Your policy will be mentioned in your policy schedule.</p> <p>Details of Section Wise Sub-Limits available under the product are mentioned below:</p> <table border="1" data-bbox="392 1038 1848 1449"> <thead> <tr> <th rowspan="2">Type of Benefit for which sub limit is imposed</th> <th colspan="2">Sub Limit in absolute terms (in INR)</th> <th colspan="2">Sub Limit as a percentage</th> </tr> <tr> <th>Minimum</th> <th>Maximum</th> <th>Minimum</th> <th>Maximum</th> </tr> </thead> <tbody> <tr> <td>OPD Treatment under “Emergency Medical Treatment & Evacuation”</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>10%</td> </tr> <tr> <td>OPD Treatment under “Emergency Accidental Treatment & Evacuation”</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>10%</td> </tr> </tbody> </table> | | | Type of Benefit for which sub limit is imposed | Sub Limit in absolute terms (in INR) | | Sub Limit as a percentage | | Minimum | Maximum | Minimum | Maximum | OPD Treatment under “Emergency Medical Treatment & Evacuation” | Not Applicable | Not Applicable | Not Applicable | 10% | OPD Treatment under “Emergency Accidental Treatment & Evacuation” | Not Applicable | Not Applicable | Not Applicable | 10% | |
|--|--|---|---------------------------|---------|--|--------------------------------------|--|---------------------------|--|---------|---------|---------|---------|---|----------------|----------------|----------------|-----|--|----------------|----------------|----------------|-----|--|
| Type of Benefit for which sub limit is imposed | Sub Limit in absolute terms (in INR) | | Sub Limit as a percentage | | | | | | | | | | | | | | | | | | | | | |
| | Minimum | Maximum | Minimum | Maximum | | | | | | | | | | | | | | | | | | | | |
| OPD Treatment under “Emergency Medical Treatment & Evacuation” | Not Applicable | Not Applicable | Not Applicable | 10% | | | | | | | | | | | | | | | | | | | | |
| OPD Treatment under “Emergency Accidental Treatment & Evacuation” | Not Applicable | Not Applicable | Not Applicable | 10% | | | | | | | | | | | | | | | | | | | | |

of this limit).
 II.Co-payment (It is a specified amount /percentage of the admissible claim amount to be paid by policyholder/insured).

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| Waiver of Pre-existing Disease | Not Applicable | Not Applicable | 5% | 100% |
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Details of Section Wise Deductible and Co-payment available under the product are mentioned below:

III.Deductible (It is a specified amount: - upto which an insurance company will not pay any claim, and - which will be deducted from total claim amount (if claim

| S. No | Name of the Benefit | Whether Deductible allowed | If yes, range of Deductible | | Whether Co-Pay allowed | If yes, range of Co-Pay | |
|-------|---|----------------------------|-----------------------------|---------|------------------------|-------------------------|---------|
| | | | Minimum | Maximum | | Minimum | Maximum |
| 1 | Trip Cancellation | Yes | 0% | 10% | No | 0% | 10% |
| 2 | Common Carrier Delay | No | - | - | No | - | - |
| 3 | Delay of Checked-in Baggage | No | - | - | No | - | - |
| 4 | Total Loss of Checked-in Baggage | No | - | - | No | - | - |
| 5 | Missed Connection | Yes | 0% | 10% | No | 0% | 10% |
| 6 | Trip Abandonment | Yes | 0% | 10% | No | 0% | 10% |
| 7 | Emergency Medical Treatment & Evacuation | Yes | 0% | 10% | No | 0% | 10% |
| 8 | Emergency Accidental Treatment & Evacuation | Yes | 0% | 10% | No | 0% | 10% |
| 9 | Daily Cash Allowance | No | - | - | No | - | - |
| 10 | Emergency Dental Treatment | Yes | 0% | 20% | No | 0% | 20% |
| 11 | Personal Accident | No | - | - | No | - | - |

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| amount is more than the specified amount) IV. Any other limit (as applicable) | 12 | Accidental Death & Disability (Common Carrier) | No | - | - | No | - | - | |
| | 13 | Adventure Sports | Yes | 0% | 10% | No | 0% | 10% | |
| | 14 | Waiver of Pre-existing Disease | Yes | 0% | 10% | No | 0% | 10% | |
| | 15 | Personal Liability and Bail Bond | Yes | 0% | 10% | No | 0% | 10% | |
| | 16 | All Risk Cancellation Charges | No | - | - | Yes | 0% | 40% | |
| | 17 | Loss of Passport | Yes | 0% | 10% | No | 0% | 10% | |
| | 18 | Bounced Bookings | Yes | 0% | 10% | No | 0% | 10% | |
| | 19 | Emergency Trip Extension | Yes | 0% | 10% | No | 0% | 10% | |
| | 20 | Compassionate Family Visits | Yes | 0% | 10% | No | 0% | 10% | |
| | 21 | Loss of Baggage and Personal Belongings | Yes | 0% | 10% | No | 0% | 10% | |
| | 22 | Escort of minor children | Yes | 0% | 10% | No | 0% | 10% | |
| | 23 | Home Building and Contents | Yes | 0% | 10% | No | 0% | 10% | |
| | 24 | Study Interruption | Yes | 0% | 10% | No | 0% | 10% | |
| | 25 | Accident of the Sponsor | Yes | 0% | 10% | No | 0% | 10% | |
| 26 | Financial Emergency Cash | Yes | 0% | 10% | No | - | - | | |
| 9 | Claims/Claims Procedure | <p>1. In case of any Emergency Medical Treatment resulting into Hospitalization, We or Our Assistance Service Provider must be informed within 7 days of the beginning of such treatment.</p> <p>2. In case of any Accidental Bodily Injury that may result in a claim, then as a condition precedent to our liability:</p> | | | | | | | Procedure for notification of claim & payment of claim |

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| | | <p>a. You or someone claiming on your behalf must inform us or ASP in writing immediately and in any event within 15 days from the date of the accident and submit all documents to us or ASP within 15 days from the date of intimation.</p> <p>b. You must immediately consult a Doctor and follow the advice and treatment that he recommends.</p> <p>c. You should allow examination by our medical advisors if we or ASP ask for this.</p> <p>d. You or someone claiming on your behalf must promptly give us documentation and other information we ask for to investigate the claim or our obligation to make payment for it.</p> <p>e. In case of the Insured Person's death, someone claiming on his/her behalf must inform us in writing immediately and in any event within 15 days from the date of the accident and send us a copy of the post mortem report (if conducted) within 15 days from the date of intimation.</p> <p>*Note: Condonation of delay can be done by waiver of conditions (a) and (e) may be considered in extreme cases of hardship where it is proved to our satisfaction that under the circumstances in which the Insured Person was placed, it was not possible for the Insured Person or any other person claiming on his/her behalf to give notice or file claim within the prescribed time limit.</p> <p>3. In all other cases, We or Our Assistance Service Provider must be informed of any event or occurrence that may give rise to a claim under this Policy within 15 days of occurrence of event.</p> <p>4. For cashless claims settlement, Assistance Service Provider would settle bills directly with hospitals and provide remittance. For reimbursement claims settlement, we would check and reimburse the payments directly to you.</p> <p>5. We shall settle or reject a claim, as the case may be within 15 days of submission of last necessary documents / information. All claims will be settled in accordance with the applicable regulatory guidelines, including IRDAI (Protection of Policyholders Interest Regulation), 2017. In case of delay in payment of any claim that has been admitted as payable by Us under the Policy terms and condition, beyond the time period as prescribed under IRDAI (Protection of Policyholders Interest Regulation), 2017.</p> <p>6. In case the claim is not settled within the specified timelines, then the claimant is entitled for interest at bank rate plus 2 percent from the date of receipt of intimation to till the date of payment.</p> <p>7. For the purpose of this clause, 'bank rate' shall mean the existing bank rate as notified by Reserve Bank of India, unless the extent regulation requires payment based on some other prescribed interest rate.</p> | |
| 10 | Policy Servicing | <p><u>Call Centre Details of the Insurer</u> Toll Free: 1800-258- 4242</p> | Redressal Policy |

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| | | <p>Email: healthclaims@godigit.com Senior citizens can now contact us on 1-800-258-4242 or write to us at seniors@godigit.com Website: https://www.godigit.com <u>Details of Company Officials: NA</u> With intent to provide better and fast service to our customers, our claims process is paperless. You may get in touch with the above email id and call centre number we assist you in case of any Policy Servicing issues.</p> | |
| 11 | Grievance s/Complaints | <p>In case of any grievance the insured person may contact the company through Website: //www.godigit.com Toll Free: 1-800-258- 4242 Email: hello@godigit.com Senior citizens can now contact us on 1-800-258-4242 or write to us at seniors@godigit.com Insured person may also approach the grievance cell at any of the company's branches with the details of grievance 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 grievance@godigit.com For updated details of grievance officer, kindly refer the link: https://www.godigit.com/claim/grievance-redressal-procedure 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 for redressal of grievance as per Insurance Ombudsman Rules 2017 Grievance may also be lodged at IRDAI Integrated Grievance Management System- https://irdai.gov.in/igms1</p> | Customer Grievance Redressal Policy |
| 11 | Things you need to know | <p><u>Policy Renewal</u> Multi-Trip Policy can be renewed subject to below conditions: This Policy will automatically terminate at the end of the Policy Period. We are under no obligation to give notice that it is due for renewal, or to renew it or to renew it on the same terms whether as to premium or otherwise. In respect of all applications for renewal received by Us before the end of the Policy Period, we will ordinarily offer renewal terms unless We believe that You or any Insured Person or anyone acting on Your behalf or on behalf of an Insured Person has acted in a dishonest or fraudulent manner under or in relation to this Policy or the renewal of the Policy poses a moral hazard. We shall be entitled to call for and receive any information or documentation before agreeing to renew the Policy, and in renewing We are not bound to renew for all Insured Persons. All applications for renewal of the Policy must be received by Us at least 30 days before the end of the Policy Period.</p> <p><u>Migration and Portability:</u></p> | General Conditions 9 |

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| | | <p>Not Applicable <u>Change in Sum Insured:</u> Not Applicable <u>Moratorium Period</u> Not Applicable</p> | |
| <p>12</p> | <p>Your Obligations</p> | <p>Medical Declaration- applicable to each insured person Here's another list of important info. This one mostly states that you need to be honest with us about the medical conditions you have before starting your trip, and about the health of those travelling with you. It also says that if you have any doubts about medical issues (or need to make a medical decision) while you're travelling, you need to call us immediately. It would be ideal if you could read the details as prevention is always better than cure.</p> <p>If, between booking a trip and the departure date or the renewal date (whichever is sooner), you or your immediate family or traveling companion or anyone upon whose good health your trip depends are referred to a Consultant / Specialist or attends Accident & Emergency department of a hospital or are admitted to a hospital, your policy will cover you for cancellation of your trip. Please note however, that if you still wish to travel you must call the Customer Services Team immediately and they will advise you if your insurance policy will cover you for claims relating to this condition.</p> <p>If you or anyone upon whose good health your trip depends, is referred to a Consultant/Specialist, attends Accident & Emergency department of a hospital or is admitted to a hospital, after you have booked your trip but prior to paying any final balance due for your trip, you must call the Customer Services helpline number immediately. We will advise you if you will be covered for claims relating to this condition.</p> <p>Please note, if you do not do this, it will affect your claim if you have to cancel your trip. At the time of buying or renewing your policy or when booking a trip (whichever is later), you must tell us if any insured person:</p> <ul style="list-style-type: none"> • Has received advice, medication or treatment for any serious, chronic or recurring illness, injury or disease in the last 12 months. • Is under investigation or awaiting results for any diagnosed or undiagnosed medical condition. • Is on a waiting list for, or aware of the need for, in-patient treatment for any diagnosed or undiagnosed medical condition. • Has received a terminal prognosis. • Is travelling against the advice of a doctor or travels without medical advice when it was reasonable for the insured person to have consulted a doctor. | |

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| | | <ul style="list-style-type: none">• Knows of any of your immediate family, close business colleague, travelling companion or person you plan to stay with, (and upon whose good health your trip depends), who has a serious illness, injury or disease which could affect your decision to take or continue your trip. <p>Important note: It is very important that you comply with the terms of the Medical Declaration. We will not pay any claim which is related to a pre-existing medical condition unless your condition has been declared to us and shown as accepted on your policy schedule.</p> | |
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